



Community Outreach Survey: 2007/08

**Prepared for:
The City of San Marcos**

By:

Dr. Hassan Tajalli
Associate Professor
Texas State University
tajalli@txstate.edu

Dr. María de la Luz Valverde
Assistant Professor
Texas State University
mv21@txstate.edu

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I. INTRODUCTION

This report presents the findings of the San Marcos Community Outreach survey conducted during the months of January and February of 2008. This report is the eight consecutive survey of its kind that the City of San Marcos has conducted regarding the attitudes of its citizens toward the City's services. The lists of survey years on all tables in the report show no survey for the calendar year of 2007. That is because the previous surveys were conducted toward the end of the year whereas the 2007 was pushed two months forward into the beginning of 2008. In other words, except for a few months of delay in conducting the current survey, there has been no interruption in our annual surveys. Hence, from here on we will refer to the current survey as 2007/08 survey.

For purposes of comparison, this report includes findings from the previous seven annual surveys. The survey instrument includes five major sections. In the first section, respondents are asked to rate their level of satisfaction with various services that are provided by the City. To a large extent, the results for this section represent the end-of-the-year grades that residents assign to various city services. The results will also help direct the attention of the City administrators to services that need improvement. Next, residents are asked to indicate the importance they place on various issues of growth for the City. The third major section of the survey asks citizens to prioritize the community issues they consider most important. Identifying citizens' priorities offers valuable information to the City Council and City administrators as they set priorities and make important decisions about where to direct community resources. In the fourth section of the survey, respondents are asked how they feel about issues of empowerment. The City officials of San Marcos are very interested in knowing if residents are satisfied with their own level of involvement and their level of access to city information and services. The final section of the survey is devoted to a number of demographic questions. The purpose of this section *is not* to identify respondents but to break the aggregate findings of the study into demographic groups. Examining the attitudes of various demographic groups can help city policy makers and administrators recognize the needs and concerns of various groups in San Marcos.

The City of San Marcos has adopted the type of survey that expands democratic ideals beyond the normal electoral process. This survey allows the public to express its views of the City's unelected public officials performance as well as convey its preferences for various policy choices. Surveys of this kind promote a healthy civic engagement that is necessary in any democratic process. In short, this survey takes the democratic process to the streets of San Marcos.

This annual survey assesses the attitudes residents hold about the future direction of the City, and their perception of how adequately the City provides these services. To provide City officials and the public with a comparative perspective, similar surveys are conducted every year. Over the years, minor refinements have been made to the existing survey. For example, a new question was added at the end of the first section of the 2005 survey. This question asked residents who rated any City services as less than "Good" to explain their concerns. These explanations can provide valuable insight to city administrators. For the most part, the current survey, dated 2007/08, is identical to the 2006 survey, the last survey the City conducted. The few minor changes made to the current survey are all in the first section of the questionnaire. To start with, the order of the first 34 questions has been changed from an alphabetical order to an order that groups relevant services together. Second, one question has been dropped (Food Services) and one question has been added (Bicycle Lanes and Routes) to the list of questions at the beginning of the survey. Finally, to clarify some of the questions, the wording of a few questions has been changed. The former question of "Support of Social Services Programs" now reads "City Financial Support of Social Services Programs". Similarly, "Neighborhood Services" has been changed to "Code Enforcement", and the 2006 question of "Growth Management" now reads "Development Permitting".

The City is now placing as much information as is legally and practically possible on its web site (<http://www.ci.san-marcos.tx.us/>), including this report.

II. EXECUTIVE SUMMARY

The findings of this survey provide information that local leaders need to improve the management of the City. Not only do the results help identify service delivery areas that need more attention, but more importantly, these results can be considered an annual progress report of service delivery. The results of these annual investigations allow city officials to make decisions that are democratic in nature and responsive to community concerns by identifying the needs, concerns and the interests of the public.,

The findings of this survey are presented in various tables and figures that follow. A synopsis of these findings is presented in bulleted form starting on the next page. For comparative purposes, the findings of previous years and the results of the current survey, 2007/08, are presented together wherever it is appropriate. Tables 3 and 4 present the demographic distribution of respondents. Tables 5 and 6 show the ratings city services earned in the current year and in the previous seven years. Comparing current results with those of the last seven surveys provides a longitudinal perspective of citizens' perception toward the management of the City. A large portion of this report is devoted to the comparative analysis of attitudes within each demographic group. For example, Tables 7 through 15, show whether there are differences of opinion toward the City's services within each demographic group.

Tables 16 and 17 present a seven-year comparison of attitudes towards the management of growth in the City. Tables 18 through 26 show differences in the attitudes held by residents of varying demographics, towards the management of growth. The top 15 priorities of San Marcos residents, in general, as well as the priorities of each demographic group are presented in Table 27. This table shows the 15 priorities of Texas State University students, non-student residents, homeowners, long-term residents, and ethnically White and non-White residents. Four questions relating to the empowerment of citizens and attitudes toward community outreach are analyzed in Tables 29 through 39.

Since 2003, the survey has contained a set of questions soliciting information on citizens' use of the Internet and the likelihood of citizens using e-government services that might be offered by the City. The last two tables of this report present the general attitudes of citizens toward these questions.

A wealth of knowledge about the affairs of the City can be extracted from the tables and figures of this report. The following is a list of the most significant general findings.

- The survey generated many constructive comments from respondents. Respondents made comments such as “I love San Marcos”, “I feel fortunate to live in San Marcos”, and “I am very happy in San Marcos. It is a beautiful, safe and friendly community”.
- Generally, residents are satisfied with the level of services they receive from the City. The services receiving the highest levels of citizen satisfaction are “Library Programs and Services”, “Fire Services”, “Garbage Pickup”, “Parks/ Facilities/ Open Space”, and “Recreational Programs”.
- Services with the lowest levels of citizen satisfaction are “Bicycle Lanes and Routes”, “Downtown Parking”, “Sidewalks”, and “Downtown Redevelopment”.
- Services that have had the sharpest improvement in their ratings within the last year are: “Drainage Utility”, “Traffic Control (signs and signals)”, “Police Services”, “Municipal Court” and “Garbage Pickup”.
- Services that have had the sharpest decline in their ratings within the last year are: “Downtown Redevelopment”, “Municipal Airport” and “Planning and Development Services”.
- Except in 9 of the service areas, we have found no difference of satisfaction between the homeowners and the non-homeowners. Non-home owning residents are significantly more satisfied with the following 9 services than are homeowners.

- City Government

- Boards and Commissions
 - Financial Management of City
 - Code Enforcement
 - Downtown Parking
 - Economic Development
 - Planning and Development Services
 - Development Permitting
 - Drainage Utility
- In 8 areas of service delivery, there are significant differences in the satisfaction levels of Texas State University students and other residents. Texas State students are less satisfied with these services than other residents. These services are:
 - Financial Management of City Funds
 - Animal Control Services
 - Library Programs & Services
 - Fire Services
 - Police Services
 - Recreational Programs
 - Electric Services
 - Garbage Pickup
- Generally, residents are not very satisfied with downtown parking. Homeowners, long-term residents (those who have lived in San Marcos for more than 20 years) and those residents whose annual income is greater than \$65,000 are particularly less satisfied with this service.
- Residents who are older than 25 are significantly more satisfied with the following services than residents who are younger than 25.
 - Library Programs & Services
 - Police Services
 - Parks/ Facilities/ Open Space
 - Recreational Programs

- Electric Services
 - Customer Services at Utility Payment Center
 - Garbage Pickup
- Homeowners and residents whose gross annual income is between \$35,000 to \$50,000 are significantly less satisfied with the performance of the City's Boards and Commissions when compared to non-homeowners and other income groups.
- Homeowners, younger residents (25 years of age or younger), and residents with an annual gross income of greater than \$65,000 are more than other groups displeased with the performance of the City's development permitting.
- The three most important growth issues for the residents of San Marcos are:
 1. Protection of Environment
 2. Solving Traffic Problem
 3. Keeping the Town Attractive
- Annexation of the surrounding areas is more important for residents who are not Texas State students and are non-White.
- Table 27 of this report presents the priority-rankings made by the general public and the various demographic groups. Table 28 presents a list of the priorities identified by residents and the frequencies of these priorities. Below is a list of the top five priorities identified by respondents.
 1. Solving Traffic Problems
 2. Econ. Growth, Bus. Opportunities & Jobs
 3. Taxes, Fees, Charges
 4. Roads/Streets/Routes Maintenance, Sidewalks, Bike Routes
 5. Police & Crime Prevention
- Homeowners and long-term residents (those who have lived in the City for more than 20 years) are most satisfied with their level of involvement with City government.

- About 68% of Texas State University students are satisfied with the information they receive from the City and the access they have to City government and services.
- Over the years, more and more residents have accessed the City's web site. The current survey, 2007/08, shows that about 62% of the residents have accessed the web site. The most requested services for the City's website are:
 - Online Bill Pay and Account Information
 - Information on City Services and Departments
 - Events, Activities and Election Information
 - Comments and Suggestion Section

III. METHODOLOGY

This report presents the findings of the eight annual survey conducted by the City of San Marcos since 2000. The survey instrument used for this report began with an opening paragraph that provided proper instructions for answering the questions. The opening paragraph assured the respondents of anonymity and directed attention to the Spanish version of the survey. In order to reach the growing Hispanic population of San Marcos, both English and Spanish versions of the instrument were developed and mailed out to all randomly selected residents. Both English and Spanish versions of the current survey are included in the Appendix of this report.

A list of randomly selected addresses from the City's utility records was prepared and used as the representative sample of the general population of the City. A private vendor printed the surveys, printed addresses on the envelopes and mailed the questionnaires. On January 15, 2008 the vendor mailed out 3,279 envelopes. Mailed envelopes included both English and Spanish versions of the survey, along with postage-paid return envelopes addressed to Dr. Tajalli.

As shown in Table 1, 302 surveys were returned. The overall response rate for the current survey is 9.21%. Table 2 provides the margin of errors for the current survey as well as for the last seven surveys. The margin of error helps to generalize sample results to a wider population. For example, we can be sure, with 95% confidence that the current attitudes of the City's residents is within the $\pm 5.7\%$ range of the 2007/08 percentages that are presented in the following pages.

This report presents the results of a survey conducted among the residents of San Marcos. The results for each section of the survey are first presented in aggregate form. The aggregate results represent the opinions of all respondents. These results are summarized in various tables at the beginning of each section. Following the aggregate results for the entire sample of respondents, the data are reanalyzed for each demographic group. The intent is to find out if there are differences of opinion among the various demographic

groups. We have used the “Chi-Square Test for Independence” to determine if relationships exist between the opinions of the citizens and their demographic characteristics. Results of the chi-square tests are presented in various tables throughout the report. Following each chi-square table, an itemized description of the findings is presented. A summary description of the chi-square test is presented in the Appendix to this report.

Table 1
Accounts of the Sample
Survey

Survey Year	Mailed Out	Returned	Response Rate
2007/08	3,279	302	9.21 %
2006	3346	305	9.12%
2005	2716	321	11.80%
2004	3015	462	15.30%
2003	2525	431	17.10%
2002	2822	558	19.80%
2001	2900	434	15.00%
2000	2712	406	15.00%

Table 2
Margin of Error

Survey year	Margin of Error	Confidence Level
2007/08	±5.7%	95%
2006	±5.7%	95%
2005	±5.6%	95%
2004	±4.7%	95%
2003	±4.8%	95%
2002	±4.2%	95%
2001	±4.8%	95%
2000	±4.9%	95%

IV. SAMPLE CHARACTERISTICS

Table 3
Background Information

		n	% Yes	% No
Are you married?	2007/08	285	50.9	49.1
	2006	275	52.0	48.0
	2005	311	46.6	53.4
	2004	449	45.4	54.6
	2003	418	48.1	51.9
	2002	538	51.1	48.9
	2001	423	46.1	53.9
	2000	398	47.7	52.3
Are you a student at Texas State University San Marcos?	2007/08	282	19.1	80.9
	2006	275	22.2	77.8
	2005	310	22.3	77.7
	2004	450	25.1	74.9
	2003	415	27.7	72.3
Do you have access to the Internet at your home?	2007/08	286	86.0	14.0
	2006	272	77.9	22.1
	2005	311	74.3	25.7
	2004	448	75.9	24.1
	2003	418	77.0	23.0
	2002	539	75.1	24.9
	2001	424	71.2	28.8
	2000	395	70.1	29.9
Have you accessed the City's website?*	2007/08	271	62.0	38.0
	2006	258	56.6	43.4
	2005	428	53.7	46.3
	2004	376	52.9	47.1
	2003			
Do you live inside the San Marcos city Limit?	2007/08	282	85.8	14.2
	2006	275	87.6	12.4
	2005	311	96.8	3.2
	2004	450	90.4	9.6
	2003	421	89.1	10.9
	2002	541	89.6	10.4
	2001	425	90.4	9.6
	2000	400	87.3	12.8
Do you own a home in San Marcos?	2007/08	262	58.8	41.2
	2006	277	60.6	39.4
	2005	310	57.7	42.3
	2004	448	54.7	45.3
	2003	421	57.2	42.8
	2002	541	59.0	41.0
	2001	424	57.3	42.7
	2000	397	54.2	45.8

* The 2003 survey did not include this question.

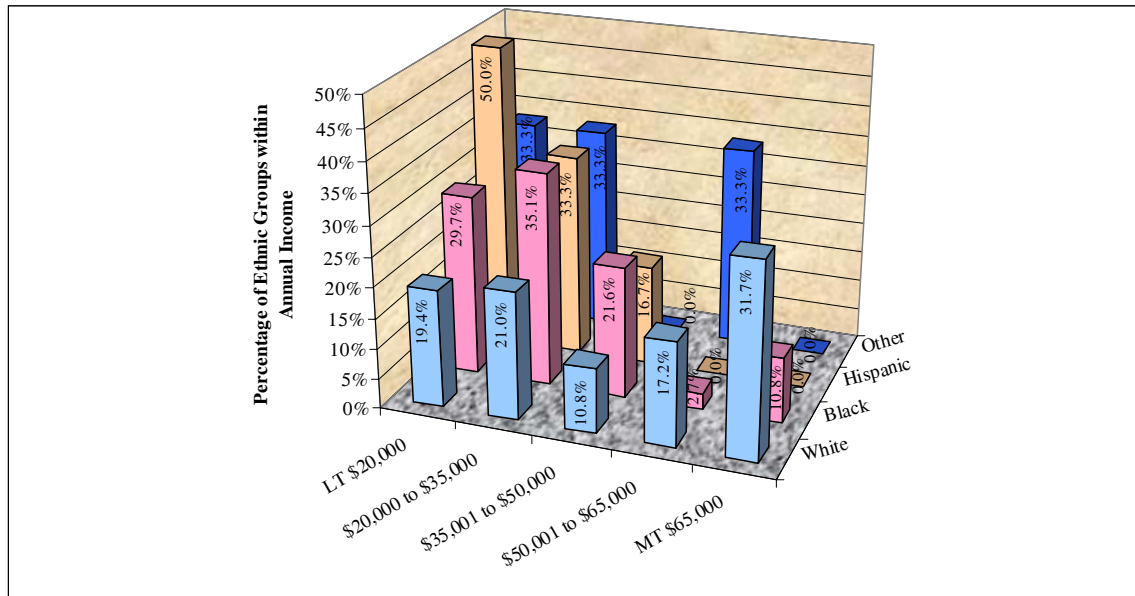
Table 4
Demographic Distribution of the Sample

		2000	2001	2002	2003	2004	2005	2006	2007/ 08
Length of Stay in this Area*	N	394	419	542	420	447	309	274	287
a. Less than 3 years	%	31.0	31.0	21.0	23.3	21.7	23.9	27.7	22.6
b. Between 3 and 10 years	%	32.2	29.1	31.0	34.3	31.5	30.0	31.8	30.3
c. Between 10 or longer	%	36.8	39.9	48.0	42.4	46.8			
d. Between 11 and 19 years	%						11.6	12.0	11.8
e. 20 or longer	%						34.3	28.5	35.2
Age Range*	N	395	418	539	420	447	308	272	283
a. 25 or less	%	28.9	27.0	23.2	19.5	22.4	20.1	19.1	14.5
b. Between 25 and 40	%	26.1	27.0	21.0	30.0	26.2	22.7	22.1	21.9
c. 40 or older	%	45.1	45.9	55.8	50.5	51.4			
d. Between 41 and 64	%						33.1	36.4	38.2
e. 65 or older	%						24.0	22.4	25.4
Size of Household	N	390	410	522	404	439	303	270	238
a. Single	%	28.5	25.1	23.8	29.2	29.4	29.7	24.1	29.4
b. b/w 2 to 4	%	67.4	70.9	71.8	66.3	64.9	66.3	73.0	67.6
c. 5 or more	%	4.3	3.9	4.5	4.5	5.7	3.9	3.0	2.9
Race/Ethnicity	N	386	413	508	397	426	295	265	255
a. White	%	76.2	74.6	75.4	75.6	74.9	77.9	82.6	75.7
b. Black	%	2.1	3.4	2.4	2.3	1.9	1.6	1.1	2.4
c. Hispanic	%	17.4	18.6	19.9	17.4	19.0	17.9	14.0	14.9
d. Asian	%	1.6	1.0	.6	1.5	1.2	0.6	0.8	1.6
e. Other	%	2.8	2.4	1.8	3.3	3.1	1.6	1.5	5.5
Annual Family Gross Income*	N	373	403	521	394	420	295	255	273
a. Less than \$20,000	%	26.3	28.0	25.7	24.4	27.4	25.0	22.0	22.0
b. Between \$20,000 and \$30,000	%	12.9	14.6	14.4	14.7	13.3			
c. Between \$20,001 and \$35,000	%						20.3	19.6	22.7
c. Between \$30,000 and \$40,000	%	13.7	14.1	11.7	14.5	10.0			
e. Between \$35,000 and \$50,000	%						15.5	12.2	12.8
d. Between \$40,001 and \$50,000	%	11.8	8.9	10.2	11.2	11.4			
e. Between \$50,001 and \$65,000	%					37.9	12.2	12.5	13.9
e. More than \$50,000	%	35.4	34.2	38.0	35.3				
f. More than \$65,000	%						26.7	33.7	28.6
If you live in a rental property:**	N					217	149	123	123
a. Single-family home	%					17.5	16.7	20.3	22.8
b. Apartment	%					63.6	57.7	70.7	59.3
c. Duplex/Multiplex	%					11.5	10.7	4.1	10.6
d. Other	%					7.4	14.7	4.9	7.3

* The categories of this question were changed in the 2005 survey.

** This question was not included in the 2000-2003 surveys.

Figure 1
Income Distribution of Ethnic Groups: 2007/08



V. ATTITUDES TOWARDS CITY SERVICES

Table 5
Attitudes Toward City Services

		% No Opinion	% Poor	% Fair	% Good	% Excellent
	2007/08	19.0	8.6	21.7	44.5	6.2
1. City Government (generally)	2006	20.9	7.3	23.0	42.5	6.3
	2005	16.1	11.3	29.0	39.4	4.2
	2004	19.4	11.2	29.2	35.8	4.3
	2003	19.0	13.3	32.3	31.8	3.6
	2002	16.8	12.6	31.1	35.9	3.6
	2001	19.6	6.1	29.5	39.2	5.7
	2000	18.5	9.1	27.8	40.4	4.2
2. Boards and Commissions	2007/08	32.6	7.4	21.6	34.4	3.9
	2006	45.8	6.0	16.2	28.9	3.2
	2005	36.4	8.8	25.0	27.6	2.3
	2004	38.4	7.6	27.1	22.9	3.9
	2003	41.0	9.5	26.3	21.0	2.2
	2002	37.5	9.8	28.0	22.0	2.7
	2001	38.4	6.4	26.1	25.8	3.3
	2000	39.5	8.4	21.2	27.7	3.2
3. Financial Management of City Funds/ Assets	2007/08	32.7	11.4	23.8	28.1	3.9
	2006	41.1	7.7	18.8	27.2	5.2
	2005	35.8	14.0	21.8	26.4	2.0
	2004	36.3	12.8	26.7	20.2	4.0
	2003	34.9	16.4	25.3	19.8	3.6
	2002	35.1	15.2	25.7	20.3	3.7
	2001	38.2	9.0	25.9	20.5	6.4
	2000	44.0	10.9	19.0	22.0	4.2
4. City Financial Support of Social Services Programs	2007/08	38.4	7.6	23.6	25.4	5.1
	2006	55.4	6.3	12.9	21.6	3.8
	2005	49.5	9.1	14.3	23.5	3.6
	2004	49.5	8.1	17.4	21.2	3.7
	2003	51.6	8.0	16.1	20.0	4.3
	2002	49.3	7.5	17.6	21.1	4.5
	2001	48.7	7.6	16.9	21.5	5.3
	2000	49.6	7.9	18.0	20.7	3.7

Table 5 (Continued)
Attitudes Toward City Services

		% No Opinion	% Poor	% Fair	% Good	% Excellent
		↓	↓	↓	↓	↓
5. Animal Control Services	2007/08	18.3	6.9	18.3	40.8	15.6
	2006	32.9	7.6	11.8	34.6	13.1
	2005	27.8	9.8	18.0	34.5	9.8
	2004	28.5	11.8	18.9	30.3	10.5
	2003	33.5	9.0	15.0	31.8	10.7
	2002	28.4	10.2	17.8	33.5	10.0
	2001	30.5	11.0	20.9	28.9	8.7
	2000	33.3	11.1	16.3	31.3	8.1
6. Library Programs and Services	2007/08	14.1	1.0	5.5	34.8	44.5
	2006	17.4	0.7	7.8	31.4	42.7
	2005	12.5	0.6	6.1	42.5	38.3
	2004	17.1	1.3	9.9	38.9	32.8
	2003	15.5	1.7	7.9	38.7	36.3
	2002	12.4	1.7	8.2	40.4	37.3
	2001	11.5	1.2	9.1	40.3	37.9
	2000	18.8	1.7	9.9	38.0	31.6
7. Nutrition Program (Women, Infants and Children)	2007/08	52.8	1.4	12.4	21.6	11.7
	2006	66.7	3.2	8.8	13.3	8.1
	2005	60.5	1.0	7.6	23.6	7.3
	2004	58.1	3.2	13.1	20.5	5.1
	2003	62.8	4.6	7.8	18.7	6.1
	2002	59.0	3.4	9.1	18.5	10.0
	2001	54.9	2.9	11.4	23.0	7.8
	2000	59.3	4.4	10.9	18.0	7.4
8. Municipal Court	2007/08	46.3	3.9	13.8	30.0	6.0
	2006	52.6	6.2	11.1	25.3	4.8
	2005	47.1	6.8	12.7	29.9	3.6
	2004	45.6	7.1	18.2	25.6	3.5
	2003	17.2	8.0	18.5	21.7	4.6
	2002	46.6	7.2	16.0	24.7	5.5
	2001	44.6	4.8	18.4	28.2	4.1
	2000	44.0	8.9	18.5	24.4	4.2
9. Code Enforcement	2007/08	33.6	14.9	17.0	29.1	5.5
	2006	42.7	8.4	17.8	25.2	5.9
	2005	39.7	9.8	18.4	27.5	4.6
	2004	39.3	10.8	21.4	25.2	3.3
	2003	37.9	12.2	23.7	21.8	4.3
	2002	36.0	11.8	23.6	24.2	4.3
	2001	38.2	10.5	24.2	21.1	5.9
	2000	37.3	13.3	18.3	26.7	4.4

Table 5 (Continued)
Attitudes Toward City Services

		% No Opinion	% Poor	% Fair	% Good	% Excellent
		↓	↓	↓	↓	↓
10. Restaurant Inspections	2007/08	37.6	10.5	17.1	28.9	5.9
	2006	50.4	8.5	13.8	23.4	3.9
	2005	46.6	7.5	17.3	24.1	4.6
	2004	41.1	13.5	17.8	22.4	5.3
	2003	43.2	13.0	17.4	21.5	4.8
	2002	34.3	12.5	20.0	26.0	7.2
	2001	39.5	13.9	25.1	18.7	2.9
	2000	44.7	14.6	15.3	20.2	5.2
11. Fire Services	2007/08	21.8	0.7	5.5	43.3	28.7
	2006	27.6	1.0	5.5	35.2	30.7
	2005	24.5	2.9	10.3	37.4	24.8
	2004	28.7	1.6	8.0	41.0	20.7
	2003	29.1	0.5	4.8	41.9	23.7
	2002	24.0	2.0	7.4	40.7	25.8
	2001	22.8	1.4	11.0	40.6	24.2
	2000	28.1	2.7	11.9	38.0	19.3
12. Police Services	2007/08	12.8	9.0	15.6	38.2	24.3
	2006	12.5	10.1	18.8	38.2	20.5
	2005	11.1	11.7	17.1	41.3	18.7
	2004	11.3	13.5	19.4	41.2	14.6
	2003	9.8	13.9	17.7	40.5	18.0
	2002	9.9	12.5	18.2	40.9	18.6
	2001	7.5	8.5	22.3	42.0	19.7
	2000	10.9	14.1	17.8	39.3	16.8
13. Parks / Facilities / Open Space	2007/08	6.5	3.4	15.0	44.7	30.4
	2006	6.6	5.6	15.6	45.1	27.1
	2005	7.1	4.9	14.2	51.1	22.7
	2004	6.1	5.2	24.9	44.2	19.5
	2003	6.0	8.1	20.5	43.8	21.7
	2002	6.4	6.4	20.6	43.7	23.0
	2001	4.5	7.1	20.7	45.5	22.1
	2000	7.4	7.7	20.7	43.2	21.0
14. Recreational Programs	2007/08	19.9	4.3	14.2	40.8	20.9
	2006	23.6	2.8	11.8	41.3	20.5
	2005	21.7	3.9	14.9	41.7	17.8
	2004	21.0	2.7	18.7	40.5	17.1
	2003	20.2	6.0	16.2	42.4	15.2
	2002	17.9	4.6	17.2	43.8	16.5
	2001	16.8	2.4	19.9	46.6	14.4
	2000	21.5	5.9	18.5	37.3	16.8

Table 5 (Continued)
Attitudes Toward City Services

		% No Opinion	% Poor	% Fair	% Good	% Excellent
		↓	↓	↓	↓	↓
15. Downtown Parking	2007/08	7.5	35.2	32.1	20.8	4.4
	2006	5.5	36.9	29.0	23.5	5.1
	2005	4.7	36.9	33.8	21.8	2.8
	2004	7.4	37.9	33.3	19.4	2.0
	2003	5.7	41.6	30.4	19.4	2.9
	2002	6.5	47.5	29.2	15.0	2.4
	2001	4.7	45.4	30.4	16.9	2.6
	2000	7.4	43.6	31.8	15.0	2.2
16. Downtown Redevelopment	2007/08	20.0	21.4	30.2	26.0	2.5
	2006	14.0	14.0	28.8	35.6	7.5
	2005	12.2	17.4	35.4	31.5	3.5
	2004	12.8	15.3	34.9	30.4	6.6
	2003	13.1	21.0	34.6	25.1	6.2
	2002	10.6	19.9	29.7	30.9	8.9
	2001	7.7	13.1	26.3	38.0	14.8
	2000	16.0	24.6	29.6	24.9	4.9
17. Economic Development	2007/08	23.4	14.5	28.4	30.1	3.5
	2006	18.4	15.3	24.7	33.3	8.3
	2005	16.8	14.6	33.2	30.1	5.4
	2004	16.9	13.2	36.0	30.3	3.7
	2003	20.2	15.6	32.2	28.3	3.7
	2002	18.1	13.2	32.2	30.9	5.6
	2001	17.7	10.3	33.7	31.7	6.7
	2000	17.5	12.6	24.4	39.9	6.7
18. Tourism Development	2007/08	24.4	9.4	25.1	35.5	5.6
	2006	29.9	8.8	19.0	33.1	9.2
	2005	32.1	8.4	23.4	32.1	3.9
	2004	29.1	13.3	23.9	26.6	7.1
	2003	29.4	8.9	23.1	31.8	6.7
	2002	27.5	9.3	26.0	30.1	7.2
	2001	27.4	9.5	21.0	33.2	8.8
	2000	22.2	11.6	24.2	36.0	5.9
19. Municipal Airport	2007/08	45.3	7.3	18.8	24.0	4.5
	2006	63.2	2.5	9.5	20.7	4.2
	2005	61.2	2.9	9.4	20.2	6.2
	2004	59.0	3.0	13.1	20.0	4.8
	2003	60.7	5.8	10.2	18.0	5.3
	2002	55.8	6.6	13.2	17.7	6.8
	2001	57.3	5.0	13.8	18.9	5.0
	2000	55.1	5.7	13.8	19.5	5.9

Table 5 (Continued)
Attitudes Toward City Services

		% No Opinion	% Poor	% Fair	% Good	% Excellent
		↓	↓	↓	↓	↓
20. Planning and Development Services (sector planning, zoning, platting)	2007/08	33.8	14.1	26.4	22.2	3.5
	2006	29.2	14.6	18.9	29.9	7.5
	2005	31.3	16.1	21.6	28.1	2.9
	2004	28.7	17.5	30.8	20.3	2.7
	2003	32.1	21.7	22.9	19.0	4.4
	2002	27.4	22.0	25.4	21.8	3.4
	2001	30.2	19.5	24.2	22.8	3.3
	2000	29.9	18.8	25.2	21.2	4.9
21. Environmental Protection (recycling, conservation, habitat protection)	2007/08	11.0	12.8	27.9	36.2	12.1
	2006	9.1	14.0	21.0	40.9	15.0
	2005	10.3	13.2	20.9	44.1	11.6
	2004	10.9	15.5	25.2	39.8	8.6
	2003	8.8	17.4	24.8	36.5	12.4
	2002	11.4	16.9	27.0	36.5	8.2
	2001	11.8	14.6	30.8	32.9	9.9
	2000	12.8	19.2	29.3	29.3	9.4
22. Historic Preservation	2007/08	18.2	4.2	18.9	43.7	15.0
	2006	19.6	3.4	15.5	46.0	15.5
	2005	14.4	7.1	18.3	44.2	16.0
	2004	18.1	5.7	21.3	42.8	12.1
	2003	17.9	5.7	21.4	40.2	14.8
	2002	17.2	4.3	21.3	44.4	12.8
	2001	15.1	5.0	17.7	47.8	14.4
	2000	16.3	6.7	20.0	40.2	16.8
23. Development Permitting	2007/08	39.5	12.1	23.8	20.6	3.9
	2006	26.7	18.9	20.0	28.4	6.0
	2005	20.6	18.3	29.3	26.4	5.5
	2004	24.4	21.4	29.4	21.8	3.0
	2003	24.3	23.1	31.3	16.9	4.3
	2002	20.9	24.4	28.3	22.7	3.7
	2001	21.4	20.7	28.6	25.2	4.0
	2000	21.2	19.8	28.4	26.2	4.4
24. Transportation (bus system)	2007/08	27.2	18.0	20.1	29.7	4.9
	2006	41.0	13.1	15.5	24.4	6.0
	2005	34.9	18.2	14.7	25.7	6.5
	2004	33.9	15.1	21.1	23.9	6.0
	2003	33.0	16.0	21.1	23.3	6.6
	2002	28.9	17.1	19.7	26.3	7.9
	2001	31.8	14.4	16.7	28.9	8.1
	2000	36.8	12.1	21.5	21.5	8.1

Table 5 (Continued)
Attitudes Toward City Services

		% No Opinion	% Poor	% Fair	% Good	% Excellent
		↓	↓	↓	↓	↓
25. Traffic Control (signs and signals)	2007/08	5.2	29.3	30.0	28.3	7.2
	2006	1.7	36.5	24.9	33.1	3.8
	2005	3.8	43.7	28.2	21.5	2.8
	2004	5.7	42.5	27.1	22.4	2.3
	2003	4.0	49.5	24.8	19.3	2.4
	2002	3.7	48.7	22.2	20.4	5.0
	2001	4.0	43.5	26.6	20.0	5.9
	2000	4.9	38.5	27.2	23.7	5.7
26. Bicycle Lanes & Routes	2007/08	21.0	39.9	19.9	17.8	1.4
27. Sidewalks	2007/08	11.0	31.4	28.3	26.9	2.4
	2006	10.0	32.1	27.9	24.5	5.5
	2005	10.9	31.0	31.3	23.3	3.5
	2004	9.8	26.8	34.0	25.6	3.9
	2003	8.6	28.8	30.2	26.4	6.0
	2002	7.9	24.3	34.3	27.2	6.4
	2001	9.2	26.8	31.1	26.1	6.8
	2000	12.1	31.2	28.2	24.5	4.0
28. Street Maintenance	2007/08	4.1	27.2	30.7	32.8	5.2
	2006	7.3	28.4	29.1	31.1	4.2
	2005	4.8	31.1	31.7	28.9	3.5
	2004	5.6	28.8	37.8	25.2	2.7
	2003	4.5	40.6	30.8	21.1	3.1
	2002	5.2	36.7	30.9	22.6	4.6
	2001	5.0	34.4	31.8	23.3	5.4
	2000	7.9	36.3	29.6	22.5	3.7
29. Wastewater Collection/ Treatment	2007/08	21.4	4.9	18.9	44.9	9.8
	2006	33.2	9.3	13.5	33.2	10.7
	2005	28.4	12.3	19.4	33.2	6.8
	2004	24.9	20.7	23.7	24.0	6.7
	2003	30.5	13.2	21.6	26.0	8.7
	2002	25.4	12.3	19.8	33.8	8.8
	2001	28.0	9.9	21.6	34.6	5.9
	2000	31.1	11.9	18.3	30.9	7.9

Table 5 (Continued)
Attitudes Toward City Services

		% No Opinion	% Poor	% Fair	% Good	% Excellent
		↓	↓	↓	↓	↓
30. Water Utility	2007/08	13.3	9.5	17.9	44.9	14.4
	2006	20.0	10.3	17.9	39.7	12.1
	2005	18.4	14.3	20.6	38.4	8.3
	2004	16.9	15.3	26.3	33.1	8.4
	2003	14.8	13.6	24.2	35.6	11.7
	2002	18.0	8.8	23.1	37.6	12.4
	2001	17.6	10.8	22.6	39.8	9.2
	2000	16.3	13.6	24.0	38.3	7.9
31. Electric Services	2007/08	8.3	6.2	16.3	50.2	19.0
	2006	9.3	6.9	17.5	46.7	19.6
	2005	5.7	10.4	24.3	45.4	14.2
	2004	7.8	9.0	22.8	46.4	14.0
	2003	5.8	8.9	19.5	48.0	17.8
	2002	9.2	7.7	18.1	48.0	17.0
	2001	6.6	6.4	24.1	45.4	17.5
	2000	7.1	7.9	22.2	44.6	18.2
32. Drainage Utility	2007/08	23.6	13.0	19.7	36.6	7.0
	2006	27.3	16.1	20.6	30.8	5.2
	2005	21.6	15.6	27.9	32.1	2.9
	2004	21.4	23.2	29.0	24.1	2.3
	2003	24.6	16.4	27.8	28.0	3.1
	2002	20.2	23.0	28.7	25.0	3.1
	2001	20.5	23.1	28.3	25.2	2.9
	2000	21.2	23.6	29.1	23.2	3.0
33. Customer Service at Utility Bill Payment Centers	2007/08	20.7	7.8	13.3	34.0	24.1
	2006	11.7	10.0	14.4	34.4	29.6
	2005	10.8	9.6	20.1	39.2	20.4
	2004	11.0	9.7	16.7	40.1	22.5
	2003	12.0	9.1	17.3	38.0	23.6
	2002	15.5	11.4	14.5	39.3	19.4
	2001	11.4	5.8	19.4	43.7	19.6
	2000	12.8	9.6	16.3	41.4	20.0
34. Garbage Pickup	2007/08	8.9	3.1	6.8	43.5	37.7
	2006	13.0	6.8	8.2	35.5	36.5
	2005	7.0	4.5	10.5	48.4	29.6
	2004	11.1	2.9	16.9	44.0	25.1
	2003	12.3	5.9	20.1	39.8	21.8
	2002	15.0	10.4	15.8	40.3	18.6
	2001	11.7	6.6	23.7	37.5	20.6
	2000	16.6	6.7	17.6	41.1	18.1

Table 6
Average Satisfaction Toward City Services
Excluding Those Who Expressed No Opinion

Ranked on a 4 Point Scale
(1 = Poor, 2 = Fair, 3 = Good, 4 = Excellent)

	2000	2001	2002	2003	2004	2005	2006	07/08	Change (08-06)
1. City Government (generally)	2.49	2.55	2.37	2.32	2.41	2.43	2.60	2.60	0.00
2. Boards and Commissions	2.42	2.42	2.28	2.27	2.38	2.37	2.54	2.52	-0.02
3. Financial Management of City Funds/ Assets	2.35	2.39	2.19	2.16	2.24	2.25	2.51	2.37	-0.14
4. City Financial Support of Social Services Programs	2.40	2.47	2.45	2.43	2.41	2.43	2.52	2.45	-0.07
5. Animal Control Services	2.55	2.51	2.61	2.66	2.55	2.61	2.79	2.80	0.01
6. Library Programs and Services	3.22	3.30	3.29	3.30	3.24	3.35	3.40	3.43	0.03
7. Nutrition Program (Women, Infants and Children)	2.70	2.79	2.86	2.71	2.65	2.94	2.79	2.92	0.13
8. Municipal Court	2.43	2.57	2.53	2.43	2.47	2.57	2.61	2.71	0.10
9. Code Enforcement	2.35	2.37	2.33	2.29	2.34	2.45	2.50	2.38	-0.12
10. Restaurant Inspections	2.29	2.17	2.43	2.32	2.33	2.48	2.46	2.49	0.03
11. Fire Services	3.03	3.13	3.19	3.25	3.13	3.12	3.32	3.28	-0.04
12. Police Services	2.69	2.79	2.73	2.69	2.64	2.75	2.79	2.89	0.10
13. Parks / Facilities / Open Space	2.84	2.87	2.89	2.84	2.83	2.99	3.00	3.09	0.09
14. Recreational Programs	2.83	2.88	2.88	2.84	2.91	2.94	3.04	2.98	-0.06
15. Downtown Parking	1.74	1.76	1.71	1.82	1.84	1.90	1.97	1.94	-0.03
16. Downtown Redevelopment	2.12	2.59	2.32	2.19	2.32	2.24	2.43	2.12	-0.31
17. Economic Development	2.48	2.42	2.35	2.25	2.29	2.32	2.43	2.30	-0.13
18. Tourism Development	2.47	2.57	2.49	2.52	2.39	2.46	2.61	2.49	-0.12
19. Municipal Airport	2.57	2.56	2.56	2.58	2.65	2.76	2.72	2.47	-0.25
20. Planning and Development Services (sector planning, zoning, platting)	2.18	2.14	2.09	2.09	2.12	2.26	2.43	2.23	-0.20
21. Environmental Protection (recycling, conservation, habitat protection)	2.33	2.43	2.41	2.48	2.47	2.60	2.63	2.53	-0.10
22. Historic Preservation	2.80	2.84	2.79	2.78	2.75	2.81	2.91	2.85	-0.06
23. Development Permitting	2.19	2.16	2.07	2.03	2.09	2.24	2.29	2.27	-0.02
24. Transportation (bus system)	2.41	2.45	2.35	2.30	2.31	2.32	2.40	2.30	-0.10
25. Traffic Control (signs and signals)	1.96	1.88	1.81	1.73	1.83	1.83	2.04	2.14	0.10
26. Bicycle Lanes & Routes								1.76	
27. Sidewalks	2.01	2.14	2.17	2.10	2.07	1.99	2.04	2.00	-0.04
28. Street Maintenance	1.93	2.00	1.95	1.86	2.02	2.05	2.12	2.17	0.05
29. Wastewater Collection/ Treatment	2.51	2.51	2.52	2.43	2.22	2.48	2.68	2.76	0.08
30. Water Utility	2.48	2.57	2.65	2.53	2.42	2.50	2.67	2.74	0.07
31. Electric Services	2.79	2.79	2.82	2.79	2.71	2.67	2.87	2.89	0.02
32. Drainage Utility	2.07	2.10	2.10	2.24	2.07	2.28	2.35	2.49	0.14
33. Customer Service at Utility Bill Payment Centers	2.82	2.87	2.79	2.86	2.85	2.79	2.95	2.94	-0.01
34. Garbage Pickup	2.85	2.82	2.79	2.88	3.03	3.11	3.17	3.27	0.10

Table 7
Relationship Between the Ratings of City Services
and Home Ownership
(Percent Responding “Good” or “Excellent”)

	Home Ownership		
	% Yes	% No	chi-square†
1. City Government (generally)	55.6	72.8	6.18*
2. Boards and Commissions	50.0	68.9	5.54*
3. Financial Management of City Funds/ Assets	42.6	59.0	4.12*
4. City Financial Support of Social Services Programs	50.0	48.3	0.04
5. Animal Control Services	66.9	71.8	0.53
6. Library Programs and Services	94.5	87.5	3.31
7. Nutrition Program (Women, Infants and Children)	71.2	68.0	0.14
8. Municipal Court	67.1	64.3	0.11
9. Code Enforcement	44.2	63.2	5.75*
10. Restaurant Inspections	48.8	63.8	3.43
11. Fire Services	93.3	88.2	1.57
12. Police Services	73.8	66.7	1.30
13. Parks / Facilities / Open Space	75.6	84.5	2.84
14. Recreational Programs	78.2	73.8	0.50
15. Downtown Parking	20.7	35.0	5.95*
16. Downtown Redevelopment	29.0	41.6	3.41
17. Economic Development	34.3	54.7	7.54**
18. Tourism Development	50.9	54.9	0.29
19. Municipal Airport	46.2	56.4	1.35
20. Planning and Development Services (sector planning, zoning, platting)	30.3	48.3	5.20*
21. Environmental Protection (recycling, conservation, habitat protection)	54.3	53.2	0.03
22. Historic Preservation	69.4	73.2	0.33
23. Development Permitting	31.9	49.1	4.30*
24. Transportation (bus system)	45.0	50.0	0.45
25. Traffic Control (signs and signals)	33.8	41.0	1.29
26. Bicycle Lanes & Routes	23.5	23.2	0.00
27. Sidewalks	31.3	32.7	0.05
28. Street Maintenance	37.9	41.6	0.34
29. Wastewater Collection/ Treatment	69.4	73.0	0.28
30. Water Utility	69.2	71.6	0.14
31. Electric Services	78.0	72.4	0.95
32. Drainage Utility	54.1	69.9	4.53*
33. Customer Service at Utility Bill Payment Centers	71.7	74.4	0.19
34. Garbage Pickup	90.7	84.6	1.99

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Description of the findings for this table is presented on the next page.

Table 7 Findings:

- Generally residents who live in rental places are significantly more satisfied with the following services than homeowners.
 - City Government (#1)
 - Boards and Commissions (#2)
 - Financial Management of City (#3)
 - Code Enforcement (#9)
 - Downtown Parking (#15)
 - Economic Development (#17)
 - Planning and Development Services (#20)
 - Development Permitting (#23)
 - Drainage Utility (#32)
- No other significant relationship was found between homeownership and the attitudes of residents toward city services.

Table 8
Relationship Between the Ratings of City Services
and Residency
(Percent Responding “Good” or “Excellent”)

	Residency		
	In-city	Out-city	chi-square†
1. City Government (generally)	63.3	60.6	0.09
2. Boards and Commissions	55.3	60.7	0.29
3. Financial Management of City Funds/ Assets	46.3	55.2	0.76
4. City Financial Support of Social Services Programs	48.5	51.9	0.10
5. Animal Control Services	68.6	72.4	0.17
6. Library Programs and Services	92.5	91.2	0.07
7. Nutrition Program (Women, Infants and Children)	70.2	71.4	0.01
8. Municipal Court	66.4	63.6	0.06
9. Code Enforcement	50.3	51.7	0.02
10. Restaurant Inspections	57.6	39.3	3.14
11. Fire Services	91.7	90.6	0.04
12. Police Services	69.3	75.8	0.56
13. Parks / Facilities / Open Space	79.4	85.7	0.77
14. Recreational Programs	75.0	81.3	0.58
15. Downtown Parking	26.8	29.4	0.10
16. Downtown Redevelopment	34.8	35.5	0.01
17. Economic Development	43.4	44.4	0.01
18. Tourism Development	52.8	58.1	0.29
19. Municipal Airport	55.3	34.6	3.67
20. Planning and Development Services (sector planning, zoning, platting)	36.4	48.1	1.33
21. Environmental Protection (recycling, conservation, habitat protection)	54.5	57.1	0.08
22. Historic Preservation	73.0	57.6	3.24
23. Development Permitting	39.1	42.9	0.14
24. Transportation (bus system)	46.5	53.3	0.48
25. Traffic Control (signs and signals)	36.0	42.1	0.51
26. Bicycle Lanes & Routes	23.0	22.6	0.00
27. Sidewalks	33.8	22.9	1.65
28. Street Maintenance	40.7	35.1	0.41
29. Wastewater Collection/ Treatment	70.7	60.7	1.13
30. Water Utility	71.4	50.0	6.11*
31. Electric Services	76.3	70.0	0.56
32. Drainage Utility	62.3	37.0	6.16*
33. Customer Service at Utility Bill Payment Centers	73.8	75.8	0.06
34. Garbage Pickup	90.6	74.1	6.66*

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Description of the findings for this table is presented on the next page.

Table 8 Findings:

- Respondents who live inside San Marcos' City limits are significantly more satisfied with Water Utility (#30), Drainage (#32), and Garbage Pickup (#34) than those who live outside the City limits.
- No other significant relationship was found between the attitude of the respondents and whether they live inside or outside the City limits.

Table 9
Relationship Between the Ratings of City Services
and whether the Person is a Texas State Student or Not
(Percent Responding “Good” or “Excellent”)

	Are you a Texas State Univ. student?		
	% Yes	% No	chi-square†
1. City Government (generally)	58.3	64.1	0.44
2. Boards and Commissions	61.5	56.9	0.20
3. Financial Management of City Funds/ Assets	27.6	52.4	5.96*
4. City Financial Support of Social Services Programs	40.7	50.4	0.83
5. Animal Control Services	51.4	73.1	6.84**
6. Library Programs and Services	80.5	94.8	9.78**
7. Nutrition Program (Women, Infants and Children)	55.6	74.5	2.73
8. Municipal Court	59.3	68.4	0.83
9. Code Enforcement	44.1	52.8	0.83
10. Restaurant Inspections	59.4	54.5	0.25
11. Fire Services	75.8	94.4	12.48**
12. Police Services	51.2	74.5	9.13**
13. Parks / Facilities / Open Space	73.1	82.0	2.05
14. Recreational Programs	61.9	80.5	6.51*
15. Downtown Parking	22.4	27.9	0.61
16. Downtown Redevelopment	43.5	32.9	1.76
17. Economic Development	34.2	46.6	1.93
18. Tourism Development	42.9	56.4	2.46
19. Municipal Airport	44.0	54.1	0.85
20. Planning and Development Services (sector planning, zoning, platting)	39.3	38.9	0.00
21. Environmental Protection (recycling, conservation, habitat protection)	48.9	56.4	0.86
22. Historic Preservation	68.2	72.2	0.27
23. Development Permitting	38.1	40.6	0.05
24. Transportation (bus system)	38.6	51.0	2.09
25. Traffic Control (signs and signals)	29.2	38.8	1.54
26. Bicycle Lanes & Routes	15.9	25.0	1.62
27. Sidewalks	29.4	33.5	0.31
28. Street Maintenance	33.3	41.4	1.12
29. Wastewater Collection/ Treatment	62.9	71.4	1.02
30. Water Utility	61.1	70.1	1.13
31. Electric Services	63.8	78.6	4.54*
32. Drainage Utility	54.8	60.0	0.29
33. Customer Service at Utility Bill Payment Centers	64.3	75.8	2.34
34. Garbage Pickup	76.1	92.6	10.95**

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Description of the findings for this table is presented on the next page.

Table 9 Findings:

- Residents who are not Texas State University students are significantly more satisfied with the following City services than Texas State students.
 - Financial Management of City Funds (#3)
 - Animal Control Services (#5)
 - Library Programs & Services (#6)
 - Fire Services (#11)
 - Police Services (#12)
 - Recreational Programs (#14)
 - Electric Services (#31)
 - Garbage Pickup (#34)
- No other significant relationship was found between the attitude of Texas State students and non-students toward city services.

Table 10
Relationship Between Attitudes Toward City Services
and Marital Status
(Percent Responding “Good” or “Excellent”)

	Are you married?		
	% Yes	% No	chi-square†
1. City Government (generally)	58.6	68.9	2.51
2. Boards and Commissions	52.0	63.4	2.36
3. Financial Management of City Funds/ Assets	50.0	47.6	0.10
4. City Financial Support of Social Services Programs	51.9	48.1	0.23
5. Animal Control Services	67.8	71.7	0.39
6. Library Programs and Services	95.2	89.2	2.95
7. Nutrition Program (Women, Infants and Children)	72.3	70.5	0.05
8. Municipal Court	68.8	63.1	0.52
9. Code Enforcement	47.9	55.4	1.00
10. Restaurant Inspections	51.3	58.9	0.98
11. Fire Services	93.0	89.9	0.68
12. Police Services	74.2	66.4	1.71
13. Parks / Facilities / Open Space	81.4	79.2	0.19
14. Recreational Programs	78.7	74.3	0.58
15. Downtown Parking	24.8	30.2	0.92
16. Downtown Redevelopment	27.6	42.7	5.3*
17. Economic Development	41.9	45.4	0.25
18. Tourism Development	55.7	51.5	0.36
19. Municipal Airport	45.6	58.6	2.51
20. Planning and Development Services (sector planning, zoning, platting)	34.3	45.6	2.32
21. Environmental Protection (recycling, conservation, habitat protection)	54.1	56.6	0.15
22. Historic Preservation	69.6	72.9	0.30
23. Development Permitting	34.4	48.6	3.26
24. Transportation (bus system)	45.5	50.0	0.41
25. Traffic Control (signs and signals)	35.3	38.1	0.21
26. Bicycle Lanes & Routes	25.9	20.0	1.06
27. Sidewalks	36.3	27.6	2.12
28. Street Maintenance	40.9	39.7	0.04
29. Wastewater Collection/ Treatment	71.1	68.4	0.18
30. Water Utility	67.5	70.1	0.19
31. Electric Services	75.8	76.2	0.01
32. Drainage Utility	52.8	66.0	3.61
33. Customer Service at Utility Bill Payment Centers	76.1	70.8	0.81
34. Garbage Pickup	90.6	87.8	0.52

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

†See the appendix for the description/explanation of chi-square

Description of the findings for this table is presented on the next page.

Table 10 Findings:

- Unmarried residents are significantly more satisfied with downtown redevelopment (#16) than married residents.
- No other significant relationship was found between the attitude of married and non-married residents toward city services.

Table 11
Relationship Between the Ratings of City Services
and Length of Residency
(Percent Responding “Good” or “Excellent”)

	Length of Residency				
	< 3 years	3-10 years	11-19 years	> 20 years	chi- square†
1. City Government (generally)	80.0	68.5	51.7	54.0	9.80*
2. Boards and Commissions	76.0	57.9	54.2	49.3	5.53
3. Financial Management of City Funds/ Assets	53.8	52.8	43.5	45.5	1.21
4. City Financial Support of Social Services Programs	57.1	44.4	59.1	47.0	2.09
5. Animal Control Services	66.7	64.2	74.2	72.1	1.60
6. Library Programs and Services	91.5	85.9	96.7	95.5	5.87
7. Nutrition Program (Women, Infants and Children)	69.6	59.0	73.3	80.0	4.76
8. Municipal Court	72.0	59.1	65.0	68.5	1.49
9. Code Enforcement	65.6	53.6	48.0	42.6	4.87
10. Restaurant Inspections	67.6	55.6	55.0	49.2	3.02
11. Fire Services	90.9	89.4	92.6	93.3	0.79
12. Police Services	76.7	60.0	75.0	74.7	5.83
13. Parks / Facilities / Open Space	81.7	80.0	87.1	75.6	2.15
14. Recreational Programs	80.5	70.0	84.6	76.6	2.92
15. Downtown Parking	42.6	26.3	26.7	18.3	10.31*
16. Downtown Redevelopment	40.9	34.7	25.9	34.2	1.67
17. Economic Development	47.1	47.1	36.0	42.1	1.15
18. Tourism Development	56.8	50.0	40.9	58.4	2.67
19. Municipal Airport	50.0	47.9	33.3	60.6	4.82
20. Planning and Development Services (sector planning, zoning, platting)	60.0	34.6	41.7	34.6	5.75
21. Environmental Protection (recycling, conservation, habitat protection)	56.0	48.0	60.0	58.9	2.36
22. Historic Preservation	77.5	73.3	67.9	66.3	2.02
23. Development Permitting	50.0	39.6	40.9	36.9	1.34
24. Transportation (bus system)	52.4	42.6	59.1	46.7	2.17
25. Traffic Control (signs and signals)	40.0	38.5	31.3	35.4	0.84
26. Bicycle Lanes & Routes	16.3	29.0	25.0	22.7	2.44
27. Sidewalks	29.6	37.0	26.7	31.9	1.35
28. Street Maintenance	45.6	36.7	30.3	42.7	2.69
29. Wastewater Collection/ Treatment	72.2	72.1	65.4	67.5	0.71
30. Water Utility	64.4	75.0	74.1	63.3	3.25
31. Electric Services	69.5	80.0	74.1	76.5	2.11
32. Drainage Utility	60.6	67.7	63.0	48.7	5.62
33. Customer Service at Utility Bill Payment Centers	81.3	70.8	71.4	73.0	1.82
34. Garbage Pickup	87.3	88.5	93.3	88.8	0.76

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Description of the findings for this table is presented on the next page.

Table 11 Findings:

- Residents who have lived in San Marcos for more than 10 years are significantly less satisfied with the general performance of the city government (#1) than others are.
- Residents with less than three years of residency are significantly more satisfied with downtown parking (#15) than other residents.
- No other significant relationship between respondents' length of residency in the area and their satisfaction with city services was found.

Table 12
Relationship Between the Ratings of City Services
and Age of Respondents
(Percent Responding “Good” or “Excellent”)

	Age of Respondent				
	< = 25	26 to 40	41 to 64	> = 65	chi- square†
1. City Government (generally)	66.7	68.3	56.3	69.8	3.57
2. Boards and Commissions	68.4	58.6	52.5	60.8	1.99
3. Financial Management of City Funds/ Assets	30.0	55.2	49.4	53.2	3.66
4. City Financial Support of Social Services Programs	40.9	44.0	54.3	51.2	1.63
5. Animal Control Services	56.7	63.4	68.5	81.4	6.99
6. Library Programs and Services	75.0	93.9	95.4	93.8	14.21**
7. Nutrition Program (Women, Infants and Children)	47.1	69.2	75.5	77.1	5.88
8. Municipal Court	45.0	51.6	75.9	72.7	9.88*
9. Code Enforcement	39.1	62.9	51.3	48.9	3.34
10. Restaurant Inspections	52.0	52.5	56.7	56.8	0.32
11. Fire Services	78.3	92.9	92.6	93.9	5.92
12. Police Services	38.2	75.5	76.1	76.2	19.94**
13. Parks / Facilities / Open Space	67.5	89.7	77.6	83.9	8.30*
14. Recreational Programs	48.3	85.4	74.7	84.6	16.72**
15. Downtown Parking	25.0	33.3	28.7	23.1	1.75
16. Downtown Redevelopment	34.2	45.8	30.0	35.4	3.32
17. Economic Development	33.3	59.5	40.5	42.6	6.07
18. Tourism Development	36.4	60.0	54.5	55.8	4.79
19. Municipal Airport	55.6	40.7	54.0	51.2	1.51
20. Planning and Development Services (sector planning, zoning, platting)	30.0	43.8	42.3	34.0	1.83
21. Environmental Protection (recycling, conservation, habitat protection)	44.1	50.9	60.0	58.7	3.25
22. Historic Preservation	60.6	77.1	71.3	71.7	2.61
23. Development Permitting	27.8	60.7	43.5	29.5	8.37*
24. Transportation (bus system)	52.9	33.3	45.2	57.7	5.86
25. Traffic Control (signs and signals)	35.1	36.4	35.1	41.2	0.73
26. Bicycle Lanes & Routes	14.7	28.8	16.7	34.0	7.27
27. Sidewalks	28.9	33.9	33.7	30.6	0.42
28. Street Maintenance	28.9	43.9	43.9	39.7	2.85
29. Wastewater Collection/ Treatment	56.0	71.1	70.2	75.4	3.17
30. Water Utility	59.3	71.4	62.8	79.0	5.89
31. Electric Services	62.2	74.5	73.9	86.4	7.94*
32. Drainage Utility	60.9	70.5	51.3	61.1	4.51
33. Customer Service at Utility Bill Payment Centers	58.3	70.6	74.0	85.7	8.80*
34. Garbage Pickup	66.7	96.6	91.7	90.3	21.26**

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Description of the findings for this table is presented on the next page.

Table 12 Findings:

- Residents who are older than 25 are significantly more satisfied with the following services than residents who are 25 years of age or younger.
 - Library Programs & Services (#6)
 - Police Services (#12)
 - Parks/ Facilities/ Open Space (#13)
 - Recreational Programs (#14)
 - Electric Services (#31)
 - Customer Services at Utility Payment Center (#33)
 - Garbage Pickup (#34)
- Residents who are older than 40 are significantly more satisfied with Municipal Court (#8) than residents who are 40 years of age or younger.
- Residents who are between the ages of 26 and 40 are significantly more satisfied with development permitting (#23) than residents of other age groups.
- No other significant relationship between respondents' age and their satisfaction with city services was found.

Table 13
Relationship Between the Ratings of City Services
and Household Size
(Percent Responding “Good” or “Excellent”)

	Size of Household			
	Single	2 to 4	More than 4	chi-square†
1. City Government (generally)	77.4	63.5	60.0	3.39
2. Boards and Commissions	60.5	55.6	60.0	0.30
3. Financial Management of City Funds/ Assets	55.9	52.3	80.0	1.53
4. City Financial Support of Social Services Programs	60.0	47.3	60.0	1.81
5. Animal Control Services	76.9	70.7	20.0	7.22*
6. Library Programs and Services	82.7	94.2	100.0	6.95*
7. Nutrition Program (Women, Infants and Children)	79.2	71.1	60.0	1.00
8. Municipal Court	73.3	67.4	20.0	5.54
9. Code Enforcement	54.3	50.5	80.0	1.73
10. Restaurant Inspections	66.7	54.3	20.0	4.65
11. Fire Services	97.9	87.1	100.0	5.09
12. Police Services	75.4	69.4	66.7	0.77
13. Parks / Facilities / Open Space	81.0	81.6	85.7	0.10
14. Recreational Programs	71.1	76.0	71.4	0.46
15. Downtown Parking	29.0	27.8	14.3	0.68
16. Downtown Redevelopment	38.2	37.9	0.0	2.42
17. Economic Development	43.5	47.9	0.0	4.51
18. Tourism Development	44.9	58.0	50.0	2.42
19. Municipal Airport	62.1	48.9	40.0	1.81
20. Planning and Development Services (sector planning, zoning, platting)	45.2	36.1	60.0	1.80
21. Environmental Protection (recycling, conservation, habitat protection)	52.5	54.3	60.0	0.13
22. Historic Preservation	76.0	71.7	50.0	1.85
23. Development Permitting	53.3	40.2	20.0	2.69
24. Transportation (bus system)	53.1	49.6	20.0	1.99
25. Traffic Control (signs and signals)	40.6	34.0	71.4	4.47
26. Bicycle Lanes & Routes	12.8	26.8	20.0	3.84
27. Sidewalks	26.2	35.5	16.7	2.35
28. Street Maintenance	45.5	40.9	42.9	0.38
29. Wastewater Collection/ Treatment	71.7	70.7	57.1	0.64
30. Water Utility	73.6	69.2	28.6	5.86
31. Electric Services	81.0	71.9	57.1	2.93
32. Drainage Utility	69.6	57.8	42.9	2.85
33. Customer Service at Utility Bill Payment Centers	80.4	68.8	85.7	3.11
34. Garbage Pickup	89.7	88.9	100.0	0.88

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

†See the appendix for the description/explanation of chi-square

Description of the findings for this table is presented on the next page.

Table 13 Findings:

- Large family households (with more than 4 members) are significantly less satisfied with animal control services (#5) than other residents.
- Generally, residents are very satisfied with library programs and services (#6). However, households are significantly more satisfied with this service than single residents.
- No other significant relationship between residents' household size and their satisfaction with city services was found.

Table 14
Relationship Between the Ratings of City Services
and Ethnicity
(Percent Responding “Good” or “Excellent”)

	Ethnicity		
	White	Minority	Chi-square†
1. City Government (generally)	65.6	60.4	0.43
2. Boards and Commissions	60.0	50.0	1.27
3. Financial Management of City Funds/ Assets	52.1	41.9	1.33
4. City Financial Support of Social Services Programs	55.8	33.3	6.03*
5. Animal Control Services	68.2	67.9	0.00
6. Library Programs and Services	92.4	90.9	0.12
7. Nutrition Program (Women, Infants and Children)	74.3	73.0	0.02
8. Municipal Court	68.7	64.3	0.24
9. Code Enforcement	48.7	55.6	0.61
10. Restaurant Inspections	62.1	42.6	5.02*
11. Fire Services	94.4	82.0	7.01**
12. Police Services	71.7	67.3	0.39
13. Parks / Facilities / Open Space	81.9	81.0	0.02
14. Recreational Programs	78.6	74.0	0.44
15. Downtown Parking	24.1	35.7	2.88
16. Downtown Redevelopment	36.5	36.2	0.00
17. Economic Development	43.9	48.1	0.26
18. Tourism Development	52.2	54.9	0.11
19. Municipal Airport	51.1	48.6	0.06
20. Planning and Development Services (sector planning, zoning, platting)	40.2	37.8	0.08
21. Environmental Protection (recycling, conservation, habitat protection)	57.3	50.9	0.71
22. Historic Preservation	71.5	72.0	0.00
23. Development Permitting	40.4	42.5	0.05
24. Transportation (bus system)	48.4	54.9	0.61
25. Traffic Control (signs and signals)	36.4	40.7	0.34
26. Bicycle Lanes & Routes	26.1	22.0	0.33
27. Sidewalks	33.5	33.3	0.00
28. Street Maintenance	39.7	44.8	0.48
29. Wastewater Collection/ Treatment	74.3	63.5	2.17
30. Water Utility	74.8	61.1	3.69
31. Electric Services	81.1	67.8	4.43*
32. Drainage Utility	63.7	55.4	1.13
33. Customer Service at Utility Bill Payment Centers	78.7	64.9	4.10*
34. Garbage Pickup	89.8	91.5	0.14

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Description of the findings for this table is presented on the next page.

Table 14 Findings:

- White residents are significantly more satisfied with the following services than minority residents are.
 - City Financial Support of Social Services programs (#4)
 - Restaurant Inspections (#10)
 - Fire Services (#11)
 - Electric Services (#31)
 - Customer Service at Utility Bill Payment Centers (#33)
- No other significant relationship between residents' race/ethnicity and their satisfaction with city services was found.

Table 15
Relationship Between Attitudes Toward City Services
and Gross Annual Family Income
(Percent Responding “Good” or “Excellent”)

	Gross Annual Family Income					
	<\$20K	\$20K to \$35K	\$35K to \$50K	\$50K to \$65K	> \$65K	chi- square†
1. City Government (generally)	73.8	77.6	51.7	63.3	57.8	8.59**
2. Boards and Commissions	73.5	67.5	26.3	64.0	50.9	14.21**
3. Financial Management of City Funds/ Assets	52.9	61.1	38.1	44.0	50.9	3.41
4. City Financial Support of Social Services Programs	51.4	56.4	47.1	50.0	46.3	0.92
5. Animal Control Services	72.3	78.0	69.2	65.6	64.9	2.65
6. Library Programs and Services	87.0	92.9	100.0	82.4	96.7	10.10*
7. Nutrition Program (Women, Infants and Children)	77.8	78.9	60.0	68.8	60.7	4.13
8. Municipal Court	71.0	63.9	50.0	57.1	77.1	4.92
9. Code Enforcement	50.0	62.5	45.5	52.0	48.9	2.37
10. Restaurant Inspections	63.4	66.7	31.8	50.0	52.9	8.67
11. Fire Services	92.9	88.2	86.2	92.6	94.8	2.65
12. Police Services	64.0	67.9	66.7	81.8	75.4	4.15
13. Parks / Facilities / Open Space	78.2	84.2	75.0	89.2	80.9	3.05
14. Recreational Programs	81.0	74.0	65.4	80.6	78.2	2.80
15. Downtown Parking	38.5	35.0	30.0	31.4	10.6	14.46**
16. Downtown Redevelopment	52.3	42.0	25.9	29.4	25.0	10.43*
17. Economic Development	45.2	59.1	50.0	37.9	32.8	7.82
18. Tourism Development	52.4	62.5	50.0	52.0	50.0	2.02
19. Municipal Airport	63.3	60.5	41.2	39.1	44.7	5.75
20. Planning and Development Services (sector planning, zoning, platting)	48.5	59.5	21.7	29.6	33.3	12.20*
21. Environmental Protection (recycling, conservation, habitat protection)	52.7	64.2	33.3	52.9	59.7	8.19
22. Historic Preservation	71.1	77.1	58.6	71.4	71.4	3.02
23. Development Permitting	53.1	52.8	40.0	47.6	22.9	10.84*
24. Transportation (bus system)	57.4	60.0	44.4	38.5	35.6	8.14
25. Traffic Control (signs and signals)	46.2	50.0	33.3	26.3	28.8	10.40*
26. Bicycle Lanes & Routes	23.9	27.9	20.7	20.7	19.3	1.22
27. Sidewalks	35.7	38.5	19.4	32.4	28.1	4.09
28. Street Maintenance	44.8	45.6	32.3	35.1	36.8	2.75
29. Wastewater Collection/ Treatment	73.7	80.4	50.0	67.7	72.4	8.12
30. Water Utility	69.2	80.4	50.0	73.5	67.2	8.25
31. Electric Services	75.9	80.0	63.3	75.0	81.7	4.27
32. Drainage Utility	70.7	77.1	30.8	65.5	49.0	20.06**
33. Customer Service at Utility Bill Payment Centers	71.4	76.5	71.0	70.6	79.2	1.35
34. Garbage Pickup	84.0	91.2	89.7	88.9	89.9	1.60

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Description of the findings for this table is presented on the next page.

Table 15 Findings:

- Residents whose gross annual income is between \$35,000 to \$50,000 are significantly less satisfied with performance of City Government (#1), Boards and Commissions (#2), Planning and Development Services (#20), and Drainage Utility (#32) than other income groups are.
- Generally, residents are *very* satisfied with the library programs and services. However, residents whose gross annual income is between \$35,000 to \$50,000 are significantly more satisfied with this service (#6) than other income groups are.
- Generally, residents are not very satisfied with downtown parking (#15). Residents with a gross annual income of greater than \$65,000 are particularly unhappy with this service.
- Generally, residents are not very satisfied with downtown redevelopment (#16). However, residents with a gross annual income of less than \$20,000 are significantly more satisfied with this service than other income groups are.
- Residents with a gross annual income of \$35,000 or less are significantly more satisfied with development permitting (#23) than other income groups are.
- Generally, residents are not very satisfied with traffic control (signs and signals) (#25). Residents with a gross annual income of more than \$50,000 are particularly less satisfied with this service than other income groups are.
- No other significant relationship between residents' gross annual income and their satisfaction with city services was found.

VI. ATTITUDES TOWARD MANAGING GROWTH

Table 16
Attitudes Toward Managing Growth

		% No Opinion	% Low Importance	% Moderate Importance	% High Importance	% Most Importance
1. Annexation of surrounding areas	2007/08	18.9	26.7	23.7	20.0	10.7
	2006	16.5	25.8	22.7	23.1	11.9
	2005	18.0	24.4	25.4	20.3	11.9
	2004	16.6	25.1	27.4	17.1	13.8
	2003	15.9	25.6	26.6	18.3	13.7
	2002	13.5	26.1	24.6	20.5	15.4
	2001	16.1	24.8	30.0	18.4	10.6
	2000	17.3	20.5	24.4	20.2	17.5
2. Keeping tax rates low	2007/08	6.1	6.1	15.7	28.6	43.6
	2006	2.6	7.4	19.3	27.9	42.8
	2005	4.3	4.6	21.3	23.6	46.2
	2004	4.3	5.2	16.6	28.7	45.3
	2003	5.2	5.0	17.3	27.3	45.1
	2002	3.1	4.4	19.6	26.8	46.1
	2001	3.3	5.4	25.2	30.4	35.7
	2000	5.0	5.7	25.5	26.0	37.9
3. Keeping the town attractive	2007/08	1.4	2.9	15.6	33.0	47.1
	2006	1.1	1.5	9.0	38.4	50.0
	2005	2.0	2.0	10.5	34.5	51.0
	2004	0.9	1.1	8.3	34.7	55.0
	2003	2.4	1.9	7.4	36.1	52.3
	2002	1.6	1.1	9.3	31.0	57.0
	2001	0.5	1.9	13.1	36.7	47.9
	2000	4.2	2.0	7.9	29.9	56.0
4. Preventing urban sprawl	2007/08	10.7	12.2	18.1	26.3	32.6
	2006	9.4	10.2	23.8	26.0	30.6
	2005	11.4	9.0	23.1	25.1	31.4
	2004	10.3	11.4	22.8	23.1	32.4
	2003	7.7	10.9	20.6	26.4	34.4
	2002	8.5	7.2	20.5	27.9	35.9
	2001	11.3	8.0	23.6	24.6	32.4
	2000	12.3	8.9	19.3	25.2	34.3

Table 16 (Continued)
Attitudes Toward Managing Growth






						
		% No Opinion	% Low Importance	% Moderate Importance	% High Importance	% Most Importance
5. Protection of existing neighborhoods	2007/08	3.3	10.5	11.6	32.7	41.8
	2006	4.1	4.1	14.6	30.6	46.6
	2005	3.6	2.3	13.8	32.8	47.5
	2004	3.1	4.3	14.8	31.8	46.1
	2003	3.8	4.5	13.3	32.4	46.0
	2002	2.2	2.8	12.2	31.7	51.2
	2001	2.6	2.6	14.8	34.0	46.1
	2000	4.0	2.0	13.3	29.4	51.4
6. Protection of the environment	2007/08	2.9	4.3	10.9	29.7	52.2
	2006	2.2	4.1	7.8	28.4	57.5
	2005	2.0	3.6	14.4	26.9	53.1
	2004	1.3	3.8	12.9	23.8	58.1
	2003	2.4	2.9	13.4	27.0	54.3
	2002	2.0	1.3	12.1	30.8	53.8
	2001	2.1	2.6	8.5	33.5	53.3
	2000	4.4	2.7	8.4	24.4	60.0
7. Providing affordable housing	2007/08	4.7	9.5	17.8	32.7	35.3
	2006	1.9	13.5	18.7	28.8	37.1
	2005	4.3	9.8	19.0	31.5	35.4
	2004	2.7	9.0	22.9	28.8	36.6
	2003	3.1	12.0	19.1	29.4	36.4
	2002	4.4	6.8	19.7	31.1	37.9
	2001	1.6	8.7	19.0	30.0	40.6
	2000	4.9	7.2	18.3	27.7	42.0
8. Providing economic opportunities/	2007/08	4.3	5.8	14.4	28.4	47.1
	2006	1.5	4.2	8.3	28.7	57.4
	2005	2.9	4.2	10.1	32.0	50.7
	2004	2.2	4.7	7.2	30.4	55.5
	2003	3.8	3.1	10.2	26.0	56.9
	2002	2.4	2.2	11.0	27.1	57.3
	2001	1.4	4.7	14.8	29.0	50.1
	2000	5.2	2.0	15.6	27.7	49.6

Table 16 (Continued)
Attitudes Toward Managing Growth

		↓ % No Opinion	↓ % Low Importance	↓ % Moderate Importance	↓ % High Importance	↓ % Most Importance
9. Providing parks and open space	2007/08	2.8	5.0	16.4	31.7	44.1
	2006	1.1	4.5	14.2	29.9	50.4
	2005	2.6	5.2	18.7	31.5	42.0
	2004	1.6	6.3	14.8	37.0	40.4
	2003	1.9	5.5	16.4	32.5	43.7
	2002	2.2	5.2	18.6	31.3	42.7
	2001	1.2	3.3	17.8	36.4	41.3
	2000	4.7	1.7	18.3	30.9	44.4
10. Solving traffic problems	2007/08	0.4	5.7	12.1	27.9	53.9
	2006	1.1	3.0	4.5	20.7	70.7
	2005	0.3	3.0	9.9	20.4	66.4
	2004	0.7	3.1	4.9	18.3	73.0
	2003	1.7	2.9	4.5	17.3	73.6
	2002	0.9	1.5	3.7	17.1	76.8
	2001	0.7	2.1	7.3	22.2	67.7
	2000	3.7	2.2	7.7	19.0	67.4

Table 17
Average Importance of Growth Issues
Excluding Those Who Expressed No Opinion

Averaged on a 4 Point Scale
(1=Low Importance, 2=Moderate Importance, 3=High Importance , 4=Most Importance)

	2000	2001	2002	2003	2004	2005	2006	2007/ 08	2007/08* Ranks of Importance
6. Protection of the environment	3.48	3.4	3.4	3.36	3.38	3.32	3.42	3.34	1
10. Solving traffic problems	3.57	3.57	3.71	3.64	3.62	3.51	3.61	3.3	2
3. Keeping the town attractive	3.46	3.31	3.46	3.42	3.45	3.37	3.38	3.26	3
8. Providing economic opportunities	3.32	3.26	3.43	3.42	3.4	3.33	3.41	3.22	4
9. Providing parks and open space	3.24	3.17	3.14	3.17	3.13	3.13	3.28	3.18	5
2. Keeping tax rates low	3.01	3	3.18	3.19	3.19	3.16	3.09	3.17	6
5. Protection of existing neighborhoods	3.35	3.27	3.34	3.25	3.24	3.3	3.25	3.09	7
7. Providing affordable housing	3.1	3.04	3.05	2.93	2.96	2.97	2.91	2.98	8
4. Preventing urban sprawl	2.97	2.92	3.01	2.91	2.85	2.89	2.85	2.89	9
1. Annexation of surrounding areas	2.42	2.18	2.29	2.24	2.23	2.24	2.25	2.18	10

*Rank=1 is the most important; Rank=10 is the least important.

Figure 2
Opinions Toward Managing Growth: 2007/08

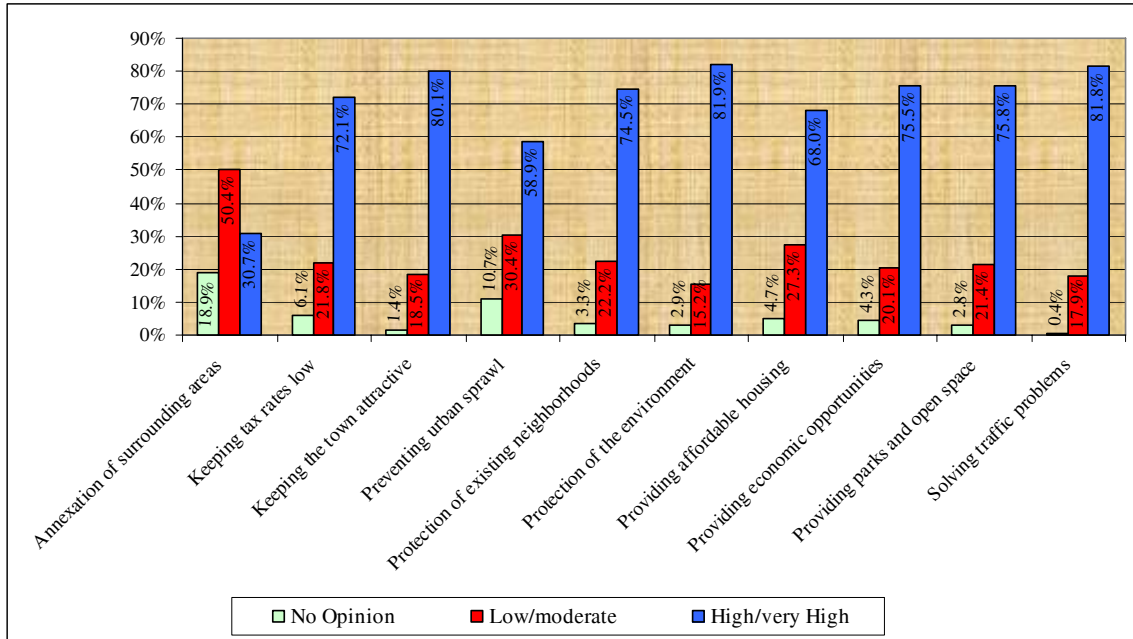


Table 18
Relationship Between the Attitudes Toward
Managing Growth and Home Ownership
 (Percent Responding “High Importance” or “Most Importance”)

	Home Ownership		
	% Yes	% No	chi- square†
1. Annexation of surrounding areas	37.3	40.0	0.15
2. Keeping tax rates low	78.2	76.3	0.12
3. Keeping the town attractive	83.0	77.2	1.28
4. Preventing urban sprawl	67.9	62.9	0.59
5. Protection of existing neighborhoods	80.1	75.5	0.75
6. Protection of the environment	83.9	86.1	0.23
7. Providing affordable housing	66.7	78.2	3.82
8. Providing economic opportunities/ jobs for residents	75.9	79.2	0.37
9. Providing parks and open space	75.7	82.9	1.86
10. Solving traffic problems	83.4	80.8	0.30

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Finding:

- There are no significant relationships between the importance residents place on the City’s management of growth and whether they are homeowners or not.

Table 19
Relationship Between the Attitudes Toward
Managing Growth and Residency
(Percent Responding “High Importance” or “Most Importance”)

	Residency		
	% In-city	% Out-city	chi- square†
1. Annexation of surrounding areas	39.6	27.6	1.53
2. Keeping tax rates low	77.8	69.7	1.05
3. Keeping the town attractive	80.9	81.1	0.00
4. Preventing urban sprawl	65.7	65.7	0.00
5. Protection of existing neighborhoods	77.9	72.2	0.56
6. Protection of the environment	86.3	75.7	2.82
7. Providing affordable housing	72.5	65.7	0.69
8. Providing economic opportunities/ jobs for residents	80.0	72.2	1.13
9. Providing parks and open space	79.7	73.7	0.70
10. Solving traffic problems	83.1	73.7	1.93

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Finding:

- There are no significant relationships between the importance respondents place on the City’s management of growth and whether the respondent reside inside San Marcos’ city limits or not.

Table 20
Relationship Between Attitudes Toward
Managing Growth and whether the Person is a
Texas State University Student or Not
(Percent Responding “High Importance” or “Most Importance”)

	Are you a Texas State Univ. student?		
	% Yes	% No	chi-square†
1. Annexation of surrounding areas	22.5	40.8	4.66*
2. Keeping tax rates low	71.7	78.4	0.96
3. Keeping the town attractive	77.4	81.9	0.56
4. Preventing urban sprawl	62.2	66.1	0.25
5. Protection of existing neighborhoods	64.7	79.5	5.03*
6. Protection of the environment	90.4	82.9	1.76
7. Providing affordable housing	71.4	72.6	0.03
8. Providing economic opportunities / jobs for residents	73.6	80.9	1.37
9. Providing parks and open space	87.0	75.7	3.23
10. Solving traffic problems	79.6	82.7	0.28

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- Generally, residents do not place high importance on annexation of surrounding areas (#1). However, residents who are not Texas State students place significantly higher importance on this issue than Texas State students do.
- Residents who are not Texas State students place significantly higher importance on protection of existing neighborhoods (#5) than Texas State students do.
- No other significant relationship was found between the importance residents place on the City’s management of growth and whether they are Texas State students or not.

Table 21
Relationship Between Attitudes Toward
Managing Growth and Marital Status
(Percent Responding “High Importance” or “Most Importance”)

	Are you married?		
	% Yes	% No	chi- square†
1. Annexation of surrounding areas	37.1	39.6	0.15
2. Keeping tax rates low	77.9	75.8	0.17
3. Keeping the town attractive	84.7	77.3	2.40
4. Preventing urban sprawl	67.5	63.4	0.43
5. Protection of existing neighborhoods	76.1	77.5	0.07
6. Protection of the environment	81.2	87.9	2.26
7. Providing affordable housing	70.2	74.2	0.51
8. Providing economic opportunities / jobs for residents	78.0	80.2	0.18
9. Providing parks and open space	77.2	79.1	0.14
10. Solving traffic problems	82.3	82.2	0.00

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- There are no significant relationships between the importance respondents place on the City’s management of growth and whether they are married or not.

Table 22
Relationship Between Attitudes Toward
Managing Growth and Length of Residency
(Percent Responding “High Importance” or “Most Importance”)

	Length of Residency				
	< 3 years	3-10 years	11-19 years	> 20 years	chi- square†
1. Annexation of surrounding areas	24.4	35.5	40.0	45.7	5.76
2. Keeping tax rates low	79.2	69.1	81.3	80.2	3.82
3. Keeping the town attractive	81.4	84.3	75.8	81.3	1.17
4. Preventing urban sprawl	60.0	64.9	59.3	73.3	3.41
5. Protection of existing neighborhoods	75.9	78.5	78.1	76.0	0.21
6. Protection of the environment	89.8	87.8	81.3	78.7	4.55
7. Providing affordable housing	77.2	66.3	64.5	74.2	3.04
8. Providing economic opportunities / jobs for residents	70.2	80.2	75.8	84.0	4.38
9. Providing parks and open space	81.4	82.1	87.9	68.8	7.88*
10. Solving traffic problems	80.0	77.6	85.3	85.9	2.50

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- The provision of parks and open space (#9) is very important to residents regardless of their length of residency in San Marcos. However, those residents who have lived in the City for less than 20 years place significantly higher importance on this issue than the long-term residents do.
- No other significant relationship was found between the importance residents place on the City’s management of growth and their length of residency in the area.

Table 23
Relationship Between Attitudes Toward
Managing Growth and the Age of Respondents
(Percent Responding “High Importance” or “Most Importance”)

	Age of Respondent				
	< = 25	26 to 40	41 to 64	> = 65	chi- square†
1. Annexation of surrounding areas	34.5	36.2	41.2	38.9	0.56
2. Keeping tax rates low	72.2	70.9	85.4	68.8	8.00*
3. Keeping the town attractive	72.5	81.7	84.5	81.3	2.72
4. Preventing urban sprawl	67.7	62.3	63.5	73.2	1.93
5. Protection of existing neighborhoods	66.7	84.5	75.0	79.7	4.67
6. Protection of the environment	92.5	95.0	78.2	80.6	10.90*
7. Providing affordable housing	69.2	67.9	77.5	68.3	2.53
8. Providing economic opportunities / jobs for residents	77.5	71.9	83.3	79.0	2.92
9. Providing parks and open space	87.8	85.2	75.7	71.4	6.12
10. Solving traffic problems	78.0	82.0	85.6		2.06

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- Generally, residents place high importance on both low tax rates (#2) and protection of the environment (#6). Residents whose age is between 41 and 64 years place the highest importance on the former and the least importance on the latter when compared to other age groups.
- No other significant relationship was found between the age of respondents and the importance they place on the City’s management of growth.

Table 24
Relationship Between Attitudes Toward
Managing Growth and Household Size
 (Percent Responding “High Importance” or “Most Importance”)

	Size of Household			
	Single	2 to 4	More than 4	chi- square†
1. Annexation of surrounding areas	35.3	40.6	33.3	0.52
2. Keeping tax rates low	72.6	78.7	71.4	1.02
3. Keeping the town attractive	77.3	83.1	100.0	2.66
4. Preventing urban sprawl	65.5	64.7	83.3	0.88
5. Protection of existing neighborhoods	79.4	74.5	100.0	2.79
6. Protection of the environment	82.1	86.0	100.0	1.81
7. Providing affordable housing	73.4	72.5	71.4	0.03
8. Providing economic opportunities / jobs for residents	76.6	80.8	71.4	0.76
9. Providing parks and open space	75.4	81.8	71.4	1.47
10. Solving traffic problems	84.8	81.9	85.7	0.33

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- There are no significant relationships between the importance respondents place on the City’s management of growth and size of their household.

Table 25
Relationship Between Attitudes Toward
Managing Growth and Ethnicity
(Percent Responding “High Importance” or “Most Importance”)

	Ethnicity		
	% White	% Minority	chi- square†
1. Annexation of surrounding areas	33.1	60.9	11.36**
2. Keeping tax rates low	78.9	70.2	1.84
3. Keeping the town attractive	82.6	76.3	1.17
4. Preventing urban sprawl	66.9	68.8	0.06
5. Protection of existing neighborhoods	76.4	85.7	2.22
6. Protection of the environment	85.1	86.7	0.09
7. Providing affordable housing	70.8	80.4	1.98
8. Providing economic opportunities / jobs for residents	77.2	84.2	1.27
9. Providing parks and open space	80.9	72.6	1.91
10. Solving traffic problems	84.0	77.4	1.37

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- Annexation of surrounding areas (#1) is significantly more important for non-White residents than is for the White residents.
- No other significant relationship was found between the race/ethnicity of respondents and the importance they place on the City's management of growth.

Table 26
Relationship Between Attitudes Toward
Managing Growth and Gross Annual Family Income
(Percent Responding “High Importance” or “Most Importance”)

	Gross Annual Family Income					
	< \$20K	\$20K to \$35K	\$35K to \$50K	\$50K to \$65K	> \$65K	chi- square†
1. Annexation of surrounding areas	35.9	52.1	32.0	50.0	31.8	6.96
2. Keeping tax rates low	75.0	73.2	83.9	77.1	78.4	1.48
3. Keeping the town attractive	69.1	87.9	91.2	81.1	79.5	9.26
4. Preventing urban sprawl	58.0	72.9	67.9	61.8	67.1	2.78
5. Protection of existing neighborhoods	73.6	86.2	87.9	69.4	72.2	7.49
6. Protection of the environment	92.9	89.7	87.5	86.1	77.8	7.02
7. Providing affordable housing	85.2	76.8	81.3	55.6	66.7	12.62*
8. Providing economic opportunities/ jobs for residents	89.3	81.8	78.1	69.4	75.0	6.58
9. Providing parks and open space	82.5	79.3	78.8	91.9	71.6	6.63
10. Solving traffic problems	80.7	86.7	77.1	78.4	85.3	2.40

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- Residents whose gross annual income is between \$50,000 and \$65,000 place significantly less importance on providing affordable housing (#7) than other income groups do.
- No other significant relationship was found between the gross annual income of respondents and the importance they place on the City’s management of growth.

VII. CITIZENS' PRIORITIES FOR THE COMMUNITY

Table 27
Ranking of Citizens' Priorities

Priorities	Rank order for the General Public	Rank order for TXST students	Rank order for other than TXST students	Rank order for home- owners	Rank order for long- term residents	Rank order for White residents	Rank order for non- White residents
Traffic	1	1	2	3	3	2	1
Eco. Growth, Bus. Opportunities, Jobs	2	4	1	1	2	1	3
Taxes, Fees, Charges	3	13	3	2	1	3	6
Roads/Streets/Routs Maintenance; Sidewalks, Bike Routs	4	2	6	6	5	7	5
Police/Crime Prevention	5	10	4	4	4	8	4
Affordable Housing/Low Rental Prop.	6	5	7	14	8	11	2
Managing Growth	7	10	5	5	7	5	10
Beautification of the City	8	6	9	7	9	4	20
Recreation for Children/Teens/Adults/Seniors	9	7	8	8	6	9	7
Environmental Quality	10	3	12	13	11	6	12
Parking	11	10	10	9	10	12	9
Protecting the River	12	10	11	10	13.	10	12
Downtown Renovation/Preservation	13	17	13	15	15	13	18
Improving Relations w/ TSU	14	15	14	12	14	14	12
Quality of Public Schools	15	16	16	18	17	19	8

Table 28
Frequencies of the Citizens' Priorities

Priorities	Frequency
Traffic	64
Eco. Growth, Bus. Opportunities, Jobs	61
Taxes, Fees, Charges	39
Roads/Streets/Routs Maintenance; Sidewalks, Bike Routs	35
Police/Crime Prevention	31
Affordable Housing/Low Rental Prop.	28
Managing Growth	28
Beautification of the City	30
Recreation for Children/Teens/Adults/Seniors	22
Environmental Quality	21
Parking	14
Protecting the River	15
Downtown Renovation/Preservation	9
Improving Relations w/ TSU	10
Quality of Public Schools	9
City Spending	7
Needing Recycling	6
Mass Transit/Bus	8
City Leadership	5
Drinking Hours	2
Low Water Crossing/Flood Problem	2
Other Issues	52

VIII. ATTITUDES TOWARD COMMUNITY OUTREACH

Table 29
Empowerment Ratings

		% No Opinion ↓	% Strongly Disagree ↓	% Disagree ↓	% Agree ↓	% Strongly Agree
1. Overall, I am satisfied with the information I receive from the City of San Marcos.	2007/08	6.9	13.4	47.1	23.2	9.4
	2006	11.7	9.5	11.7	56.4	10.6
	2005	8.6	6.3	17.8	58.9	8.6
	2004	13.8	9.9	18.6	50.1	7.6
	2003	8.6	8.4	19.0	55.7	8.4
	2002	13.3	9.7	20.9	49.5	6.6
	2001	11.1	6.8	19.3	54.8	8.0
	2000	17.5	11.6	20.2	43.0	7.7
2. I am satisfied with my level of involvement with City government.	2007/08	19.7	8.4	39.4	23.4	9.1
	2006	23.3	8.4	14.5	44.7	9.2
	2005	18.6	6.3	16.6	51.5	7.0
	2004	22.4	7.2	24.0	42.0	4.4
	2003	23.3	7.2	24.0	39.9	5.7
	2002	22.5	8.5	19.3	43.3	6.4
	2001	20.2	5.8	20.7	46.2	7.1
	2000	28.1	10.9	20.7	33.8	6.4
3. I believe I am adequately represented in City government	2007/08	15.5	11.1	35.8	26.6	11.1
	2006	22.6	15.3	18.0	38.7	5.4
	2005	18.9	15.6	20.9	40.2	4.3
	2004	23.9	18.1	23.4	30.2	4.4
	2003	23.2	17.3	25.2	30.4	4.5
	2002	21.4	18.9	23.1	32.7	4.0
	2001	21.5	12.6	23.7	38.3	3.9
	2000	31.1	16.5	14.8	33.1	4.4
4. I believe I have good access to City government and services.	2007/08	12.4	15.0	42.3	22.8	7.5
	2006	14.6	8.8	10.0	55.6	11.1
	2005	15.7	7.8	16.0	51.5	8.9
	2004	18.8	9.1	15.8	47.2	9.1
	2003	15.8	9.4	17.0	50.7	7.1
	2002	14.6	11.9	18.0	46.5	9.1
	2001	17.5	7.0	18.2	50.0	7.3
	2000	20.5	12.1	18.5	42.5	6.4

Table 30
Average Empowerment Support
Excluding Those Who Expressed No Opinion

Ranked on a 4 Point Scale
(1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree)

	2000	2001	2002	2003	2004	2005	2006	2007/ 08	Change (08 – 06)
1. Overall, I am satisfied with the information I receive from the City of San Marcos.	2.57	2.72	2.61	2.70	2.64	2.76	2.77	2.31	-0.46
2. I am satisfied with my level of involvement with City government.	2.50	2.68	2.61	2.57	2.56	2.73	2.71	2.41	-0.30
3. I believe I am adequately represented in City government.	2.37	2.43	2.28	2.27	2.27	2.41	2.44	2.45	0.01
4. I believe I have good access to City government and services.	2.54	2.70	2.62	2.66	2.69	2.73	2.81	2.26	-0.55

Figure 3
Levels of Empowerment Among Respondents: 2007/08

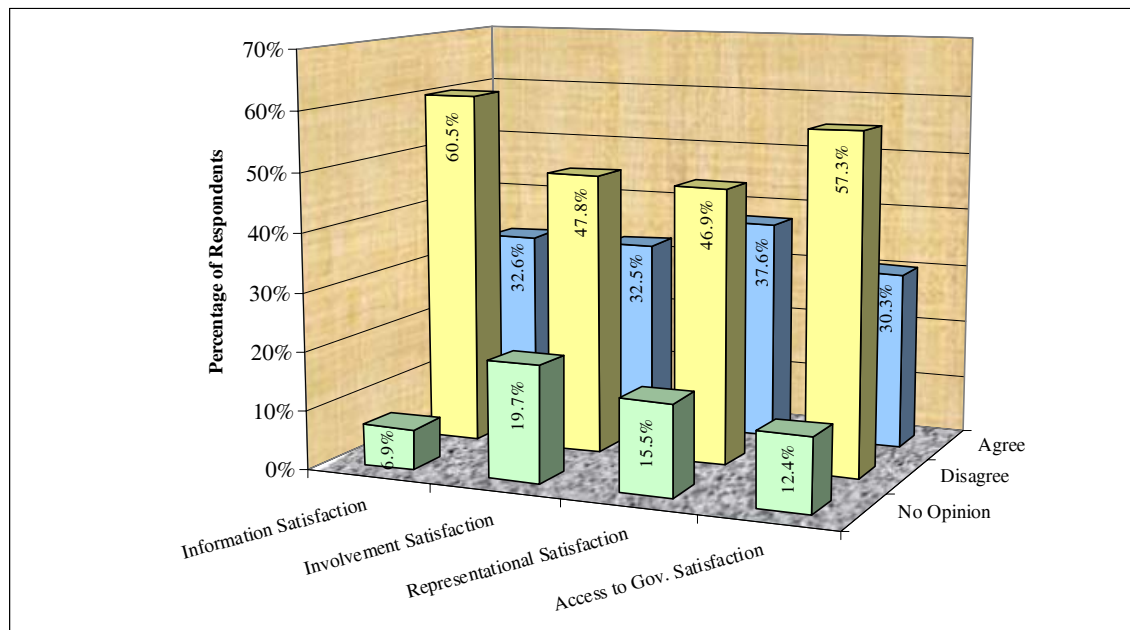


Table 31
Relationship Between Attitudes Toward Community
Outreach and Home Ownership
 (Percent Responding “Agree/Strongly Agree”)

	Home Ownership		
	% Yes	% No	chi- square†
1. Overall, I am satisfied with the information I receive from the City of San Marcos.	66.7	61.6	0.64
2. I am satisfied with my level of involvement with City government.	65.8	50.6	4.65*
3. I believe I am adequately represented in City government.	58.4	52.4	0.74
4. I believe I have good access to City government and services.	64.1	64.7	0.01

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- Homeowners are significantly more satisfied with their level of involvement with city government (#2) than non-homeowners are.
- No other significant relationship between homeownership and the attitude of residents toward empowerment issues was found.

Table 32
Relationship Between Attitudes Toward Community
Outreach and Residency
 (Percent Responding “Agree/Strongly Agree”)

	Residency		
	%In-city	%Out-city	chi-square†
1. Overall, I am satisfied with the information I receive from the City of San Marcos.	66.7	54.3	2.03
2. I am satisfied with my level of involvement with City gov.	60.8	53.3	0.61
3. I believe I am adequately represented in City government.	55.7	54.5	0.01
4. I believe I have good access to City government and services.	67.3	56.3	1.51

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

†See the appendix for the description/explanation of chi-square

Finding:

- No significant relationship was found between the residents’ attitude toward empowerment issues and whether they reside inside the City or not.

Table 33
Relationship Between Attitudes Toward Community
Outreach and Whether the Person Is a
Texas State University Student or Not
 (Percent Responding “Agree/Strongly Agree”)

	Are you a Texas State Univ. student?		
	% Yes	% No	chi-square†
1. Overall, I am satisfied with the information I receive from the City of San Marcos.	68.0	65.0	0.16
2. I am satisfied with my level of involvement with City gov.	50.0	62.1	2.00
3. I believe I am adequately represented in City government.	44.7	58.5	2.44
4. I believe I have good access to City government and services.	67.4	65.8	0.04

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- No significant relationship was found between the residents’ attitude toward empowerment issues and whether the resident is a Texas State student or not.

Table 34
Relationship Between Attitudes Toward Community
Outreach and Marital Status
 (Percent Responding “Agree/Strongly Agree”)

	Are you married?		
	% Yes	% No	chi- square†
1. Overall, I am satisfied with the information I receive from the City of San Marcos.	65.4	64.6	0.02
2. I am satisfied with my level of involvement with City gov.	61.9	56.2	0.75
3. I believe I am adequately represented in City government.	59.2	51.9	1.23
4. I believe I have good access to City government and services.	64.5	66.7	0.12

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- No significant relationship between the marital status of residents and their attitude toward empowerment issues was found.

Table 35
Relationship Between Attitudes Toward Community
Outreach and Length of Residency
 (Percent Responding “Agree/Strongly Agree”)

	Length of Residency				
	< 3 years	3-10 years	11-19 years	> 20 years	chi- square†
1. Overall, I am satisfied with the information I receive from the City of San Marcos.	55.6	73.8	61.3	63.7	5.05
2. I am satisfied with my level of involvement with City government.	44.2	55.1	55.2	73.1	10.92*
3. I believe I am adequately represented in City government.	50.0	59.2	48.1	57.0	1.58
4. I believe I have good access to City government and services.	60.4	65.3	69.0	66.7	0.75

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- Long-term residents (those with more than 20 years of residency) are the most satisfied and the new residents (those with less than 3 years of residency) are the least satisfied with their level of involvement with City government (#2).
- No other significant relationship between length of residency and empowerment issues was found.

Table 36
Relationship Between Attitudes Toward Community
Outreach and the Age of Respondent
 (Percent Responding “Agree/Strongly Agree”)

	Age of Respondent				
	< = 25	26 to 40	41 to 64	> = 65	chi- square†
1. Overall, I am satisfied with the information I receive from the City of San Marcos.	73.7	64.3	59.1	66.7	2.70
2. I am satisfied with my level of involvement with City gov.	55.2	53.2	60.5	66.7	2.19
3. I believe I am adequately represented in City government.	53.1	55.8	55.7	58.7	0.30
4. I believe I have good access to City government and services.	68.6	76.6	60.2	61.7	4.16

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- There are no significant relationships between the age of residents and their attitudes toward empowerment issues.

Table 37
Relationship Between Attitudes Toward Community Outreach and Household Size
 (Percent Responding “Agree/Strongly Agree” or “Good/Excellent”)

	Size of Household			
	Single	2 to 4	More than 4	chi-square†
1. Overall, I am satisfied with the information I receive from the City of San Marcos.	66.1	64.6	71.4	0.17
2. I am satisfied with my level of involvement with City government.	61.5	55.1	60.0	0.64
3. I believe I am adequately represented in City government.	50.9	60.2	40.0	1.98
4. I believe I have good access to City government and services.	65.5	65.4	80.0	0.46

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- There are no significant relationships between the household size of residents and their attitudes toward empowerment issues.

Table 38
Relationship Between Attitudes Toward Community
Outreach and Ethnicity
 (Percent Responding “Agree/Strongly Agree”)

	Ethnicity		
	% White	% Minority	chi- square†
1. Overall, I am satisfied with the information I receive from the City of San Marcos.	68.8	57.6	2.44
2. I am satisfied with my level of involvement with City government.	62.1	48.9	2.51
3. I believe I am adequately represented in City government.	55.6	59.6	0.26
4. I believe I have good access to City government and services.	66.7	64.7	0.07

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See the appendix for the description/explanation of chi-square

Findings:

- There are no significant relationships between the race/ethnicity of residents and their attitude toward empowerment issues.

Table 39
Relationship Between Attitudes Toward Community
Outreach and Gross Annual Family Income
 (Percent Responding “Agree/Strongly Agree”)

	Gross Annual Family Income					
	< \$20K	\$20K to \$35K	\$35K to \$50K	\$50K to \$65K	> \$65K	chi- square†
1. Overall, I am satisfied with the information I receive from the City of San Marcos.	66.7	70.2	57.6	59.5	68.2	2.31
2. I am satisfied with my level of involvement with City government.	57.9	68.6	51.9	53.1	56.7	3.12
3. I believe I am adequately represented in City government	52.4	64.7	46.7	50.0	60.6	3.80
4. I believe I have good access to City government and services.	66.0	69.2	73.1	51.5	65.6	3.83

* Significant at $\alpha < .05$

** Significant at $\alpha < .01$

† See Appendix for description/explanation of chi-square

Findings:

- There are no significant relationships between the annual income of residents and their attitude toward empowerment issues.

IX. ATTITUDES TOWARD THE USE OF E-GOVERNMENT SERVICES

Table 40
Percentage of Citizens Using Internet

	N	% Yes	%No
2007/08	271	62.0	38.0
Have you accessed the City's website?			
2006	258	56.6	43.4
2005	292	48.3	51.7
2004	428	53.7	46.3
2003	376	52.9	47.1

Table 41
Type of New e-Government Services Requested

	N
On line bill pay and account info.	15
Information on City services and Departments	5
Events, Activities & Elections	5
Comments/suggestions section	5
Info. on Boards, Commissions & the Council	4
Park & Activity Center info and reservations	4
Update regularly	4
Job information.	3
Information about roads	2
Information on sex offenders	2
Time and Weather icons	2
It is good as it is	2
Directory of Employees	1
Links to other gov. agencies	1
Easier navigation	1
Business Reviews	1
Hot Topics	1
Total	58

X. APPENDICES

- **The Chi-Square Test for Independence: A Note on Statistics**
- **Survey Instrument: English**
- **Survey Instrument: Spanish**
- **Map of the City**

THE CHI-SQUARE TEST FOR INDEPENDENCE: A NOTE ON STATISTICS

The “chi-square test for independence” is a statistical procedure used to test whether or not there is a relationship between two variables. The chi-square examines distribution of groups in a sample to identify relationships in the general population. In this report, the chi-square statistic is used to test whether or not the attitudes of the residents vary across demographic groups/regions of the city.

- Whenever the attitudes of residents vary across demographic groups/regions, the chi-square is marked by one or two asterisks.
- Asterisks represent level of significance. Level of significance (α) is simply a probability value that is used to define the term *very unlikely*.
- If there is no difference of attitudes across demographic groups/regions, the chi-square has no asterisk marking.
- One asterisk represents less than 5% probability that there is no relationship between the attitude and the demographic/region variable. In this case, there is over 95% probability that there is a relationship between the attitude and the demographic/region variable.
- A chi-square marked by two asterisks indicates that there is over 99% probability that there is a relationship between attitude and the demographic/region variable.



City of San Marcos Community Survey

**YOUR
VOICE
COUNTS!**

Your name was randomly selected.
Your responses are important.
Please return your completed survey
by *Friday, February 15, 2008.*

Please take a few minutes to complete the following questions and return in the enclosed postage paid envelope. This brief survey will allow us to evaluate City services, collect public opinion on growth, and measure our community outreach effectiveness. You do not need to identify yourself and the survey is completely anonymous. Your mailed survey will be collected by a professor at Texas State University for analysis and report. Thank you in advance for your time and consideration. (Si usted desea llenar la encuesta en Español, una traducción se encuentra en el sobre)

EVALUATION OF SERVICES

*Rate the quality of the following services provided by the City of San Marcos.
0 = No Opinion 1 = Poor 2 = Fair 3 = Good 4 = Excellent*

1.	City Government (generally)	0	1	2	3	4
2.	Boards and Commissions	0	1	2	3	4
3.	Financial Management of City Funds/ Assets	0	1	2	3	4
4.	City Financial Support of Social Service Programs	0	1	2	3	4
5.	Animal Control Services	0	1	2	3	4
6.	Library Programs and Services	0	1	2	3	4
7.	Nutrition Program (Women, Infants and Children)	0	1	2	3	4
8.	Municipal Court	0	1	2	3	4
9.	Code Enforcement	0	1	2	3	4
10.	Restaurant Inspections	0	1	2	3	4
11.	Fire Services	0	1	2	3	4
12.	Police Services	0	1	2	3	4
13.	Parks/ Facilities/ Open Space	0	1	2	3	4
14.	Recreational Programs	0	1	2	3	4
15.	Downtown Parking	0	1	2	3	4
16.	Downtown Redevelopment	0	1	2	3	4
17.	Economic Development	0	1	2	3	4
18.	Tourism Development	0	1	2	3	4
19.	Municipal Airport	0	1	2	3	4
20.	Planning and Development Services (sector planning, zoning, platting)	0	1	2	3	4
21.	Environmental Protection (recycling, conservation, habitat protection)	0	1	2	3	4
22.	Historic Preservation	0	1	2	3	4
23.	Development Permitting	0	1	2	3	4
24.	Transportation (bus system)	0	1	2	3	4
25.	Traffic Control (signs and signals)	0	1	2	3	4
26.	Bicycle Lanes & Routes	0	1	2	3	4
27.	Sidewalks	0	1	2	3	4
28.	Street Maintenance	0	1	2	3	4
29.	Wastewater Collection/ Treatment	0	1	2	3	4
30.	Water Utility	0	1	2	3	4
31.	Electric Services	0	1	2	3	4
32.	Drainage Utility	0	1	2	3	4
33.	Customer Service at Utility Bill Payment Centers	0	1	2	3	4
34.	Garbage Pickup	0	1	2	3	4

*If you rated any of the above services as less than "GOOD", please tell us why in the lines provided below.
Please include the question number that corresponds with the service you are explaining*

QUESTION NO.	EXPLANATION

Continue →

**EVALUATION
OF GROWTH**

*If San Marcos is going to grow, what must our priorities be? Please rate these issues by importance.
0 = No Opinion 1 = Low Importance 2 = Moderate Importance 3 = High Importance 4 = Very High Importance*

- | | 0 | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|
| 1. Annexation of surrounding areas | | | | | |
| 2. Keeping tax rates low | | | | | |
| 3. Keeping town attractive | | | | | |
| 4. Preventing urban sprawl | | | | | |
| 5. Protection of existing neighborhoods | | | | | |
| 6. Protection of the environment | | | | | |
| 7. Providing affordable housing | | | | | |
| 8. Providing economic opportunities/ jobs for residents | | | | | |
| 9. Providing parks and open space | | | | | |
| 10. Solving traffic problems | | | | | |

**COMMUNITY
ISSUES**

*Please list your top three priorities for the San Marcos community.
Limit your responses to a maximum of five words per item.*

1.

2.

3.

**COMMUNITY
OUTREACH**

*Please answer the following statements about Community Outreach
0 = No Opinion 1 = Strongly Agree 2 = Agree 3 = Disagree 4 = Strongly Disagree*

- | | 0 | 1 | 2 | 3 | 4 |
|---|----------|----------|---|----|---|
| 1. Overall, I am satisfied with the information I receive from the City of San Marcos. | | | | | |
| 2. I am satisfied with my level of involvement with City government. | | | | | |
| 3. I believe I am adequately represented in City government. | | | | | |
| 4. I believe I have good access to City government and services. | | | | | |
| 5. Have you accessed the City's website? | | Yes | | No | |
| If yes, what type of new e-government services would you like to see added to the City's website? | | | | | |
| a) _____ | b) _____ | c) _____ | | | |

BACKGROUND

- | | | |
|--|-----|----|
| 1. Are you married? | Yes | No |
| 2. Are you a student at Texas State University-San Marcos? | Yes | No |
| 3. Do you have access to the Internet at your home? | Yes | No |
| 4. Do you live inside the San Marcos city limits? | Yes | No |
| 5. Do you own a home in San Marcos? | Yes | No |
| 6. If you rent, which of the following do you rent: | | |
| a. Single-family Home b. Apartment c. Duplex/ Multiplex d. Other _____ | | |
| 7. How long have you been living in this area? | | |
| a. Less than 3 years b. Between 3 and 10 years c. Between 11 and 19 years d. 20 years or longer | | |
| 8. Please indicate your age range. | | |
| a. 25 or less b. Between 25 and 40 c. Between 41 and 64 d. 65 or older | | |
| 9. How many live in your household? _____ | | |
| 10. What is your ethnicity? White Black Hispanic Asian Other | | |
| 11. What is your annual family gross income? | | |
| a. Less than \$20,000 | | |
| b. Between \$20,001 and \$35,000 | | |
| c. Between \$35,001 and \$50,000 | | |
| d. Between \$50,001 and \$65,000 | | |
| e. More than \$65,001 | | |

ADDITIONAL COMMENTS

Please return your completed survey in the postage paid return envelope provided.
THANK YOU FOR PARTICIPATING IN THIS CITY OF SAN MARCOS SURVEY.



Ciudad de San Marcos Encuesta de la Comunidad

**¡SU voz es
importante!**

Su nombre fue seleccionado aleatoriamente. Sus respuestas son importantes. Vuelva por favor su examen terminado antes del viernes 15 de febrero de 2008.

Por favor, tome unos minutos para completar las siguientes preguntas y regrese esta encuesta en el sobre, este sobre tiene el postal prepagado. Esta breve encuesta nos permitira evaluar los servicios en la Ciudad, tambien conjuntar la opinión pública en relación al crecimiento de la Ciudad y asimismo, medir nuestro alcance y eficacia en la comunidad. Usted no necesita identificarse, esta encuesta es completamente anónima. Los resultados serán submitidos a la Universidad de Estado de Tejas-San Marcos para un estudio y reporte. Gracias por adelantado por su tiempo y consideración. (An English translation is enclosed if you wish to fill out the survey in English)

EVALUACIÓN DE SERVICIOS	Valore la calidad de los siguientes servicios proporcionados por la Ciudad de San Marcos. 0 = No Opinión 1 = Malos 2 = Medios 3= Buenos 4 = Excelentes				
-------------------------	---	--	--	--	--

1.	Gobierno refiriendose a la Ciudad	0	1	2	3	4
2.	Mesas de trabajo y Comisiones	0	1	2	3	4
3.	Administración Financiera de los fondos y valores de la Ciudad	0	1	2	3	4
4.	Ayuda Financiera de la ciudad a Programas de Servicios Sociales	0	1	2	3	4
5.	Control de Animales	0	1	2	3	4
6.	Programas y Servicios de la Biblioteca	0	1	2	3	4
7.	Programa de Nutrición (mujeres, infantes y niños)	0	1	2	3	4
8.	Corte Municipal	0	1	2	3	4
9.	Departamento de Codigo Vigor	0	1	2	3	4
10.	Inspecciones a los Restaurantes	0	1	2	3	4
11.	Servicios como Bomberos	0	1	2	3	4
12.	Servicios como la Policía	0	1	2	3	4
13.	Parques/ Facilidades/ Espacios abiertos	0	1	2	3	4
14.	Programas Recreativos	0	1	2	3	4
15.	Estacionamiento en el Centro	0	1	2	3	4
16.	Nuevo Desarrollo en el Centro	0	1	2	3	4
17.	Desarrollo Económico	0	1	2	3	4
18.	Desarrollo Turistico	0	1	2	3	4
19.	Aeropuerto Municipal	0	1	2	3	4
20.	Servicios de Planeación y Desarrollo (sectores de planificación, zonas, ubicación)	0	1	2	3	4
21.	Protección del ambiente (reciclaje, conservación, protección del habitat)	0	1	2	3	4
22.	Preservación de lo Histórico	0	1	2	3	4
23.	Permiso del desarrollo	0	1	2	3	4
24.	Transporte (sistema de autobuses)	0	1	2	3	4
25.	Control del Tráfico (semaforos y señales)	0	1	2	3	4
26.	Carriles y rutas de bicicleta	0	1	2	3	4
27.	Banquetas en las calles	0	1	2	3	4
28.	Mantenimiento de Calles	0	1	2	3	4
29.	Drenaje y Tratamiento de Aguas de Desecho	0	1	2	3	4
30.	Utilidades como el Agua Potable	0	1	2	3	4
31.	Servicios como Electricidad	0	1	2	3	4
32.	Utilidades como Desague	0	1	2	3	4
33.	Servicio al Cliente en Centros de Pago de Cuenta de Utilidades	0	1	2	3	4
34.	Recolección de Basura	0	1	2	3	4

Si usted clasificó cualesquiera de los servicios como menos que "Buenos,"por favor díganos porqué en las líneas abajo. Incluya el número de la pregunta que corresponde con el servicio usted están explicando.

Número de la Pregunta	Explicación

Continúe →

CRECIMIENTO		¿Si el San Marcos va a crecer, cuáles deben ser nuestras prioridades? Por favor, valore estos asuntos en orden de importancia. 0 = No Opinión 1 = Baja Importancia 2 = Moderada Importancia 3 = Alta Importancia 4 = Muy Alta Importancia				
1.	La Anexión de las áreas circundantes	0	1	2	3	4
2.	Mantener los impuestos bajos	0	1	2	3	4
3.	Mantener el pueblo atractivo	0	1	2	3	4
4.	Prevenir la extensión urbana	0	1	2	3	4
5.	Protección de los vecindarios existentes	0	1	2	3	4
6.	Protección del ambiente	0	1	2	3	4
7.	Proveer casas al alcance económico	0	1	2	3	4
8.	Proveer oportunidades económicas/ tarbajos para los residentes	0	1	2	3	4
9.	Proveer parques y espacios abiertos	0	1	2	3	4
10.	Resolver los problemas del tráfico	0	1	2	3	4
EDICIONES DE LA COMUNIDAD		Por favor, enumere sus tres prioridades superiores para la comunidad del San Marcos. Limite su respuesta a cinco palabras por artículo.				
1.						
2.						
3.						
ALCANCE A LA COMUNIDAD		Por favor, conteste las siguientes declaraciones acerca del alcance con la comunidad. 0 = No Opinión 1 = Fuertemente en desacuerdo 2 = Desacuerdo 3 = Concuerdo 4 = Fuertemente concuerdo				
1.	En general, yo estoy satisfecho con la información que recibo de la Ciudad de San Marcos.	0	1	2	3	4
2.	Yo estoy satisfecho con mi nivel de involucrimiento con el gobierno de la Ciudad.	0	1	2	3	4
3.	Yo creo que yo soy adecuadamente representado en el gobierno de la Ciudad.	0	1	2	3	4
4.	Yo creo que yo tengo buen acceso a los servicios y al gobierno de la Ciudad.	0	1	2	3	4
5.	¿Acceso al sitio Web de la ciudad?	Sí		No		
¿Si sí, qué tipo de nuevo e-gobierno servicios usted quisiera ver en el sitio Web de la ciudad?						
a) _____		b) _____		c) _____		
ANTECEDENTES						
1.	¿Es usted casado?	Sí		No		
2.	¿Es usted un estudiante en el Universidad de Estado de Tejas-San Marcos?	Sí		No		
3.	¿Tiene usted acceso al Internet en su hogar?	Sí		No		
4.	¿Vive usted dentro de los límites del a ciudad de San Marcos?	Sí		No		
5.	¿Posee usted un hogar en San Marcos?	Sí		No		
6.	Si usted se alquila, que del siguiente usted se alquilan:					
	a. Casa b. Apartamento c. Duplex/ Múltiplex d. Otro					
7.	¿Por cuanto tiempo usted ha estado viviendo en esta área?					
	a. Menos de 3 años b. Entre 3 y 10 años c. Entre 11 y 19 años d. 20 o más años					
8.	Por favor, indique su rango de edad.					
	a. 25 o menos b. Entre 25 y 40 c. Entre 41 y 64 d. 65 o más viejo					
9.	¿Cuántos vive en su hogar?					
10.	¿Cuál es su grupo étnico?	Blanco	Negro	Hispano	Asiático	Otro
11.	¿Cuáles son sus ingresos familiares? (sin descuentos)					
	a. Menos de \$20,000					
	b. Entre \$20,001 y \$35,000					
	c. Entre \$35,001 y \$50,000					
	d. Entre \$50,001 y \$65,000					
	e. Más de \$65,001					
COMENTARIOS ADICIONALES						
Por favor, regrese este sobre, el envio por correo ya ha sido pagado						
GRACIAS POR SU PARTICIPACIÓN EN ESTA ENCUESTA DE LA CIUDAD.						

City of San Marcos Utility Cycle Map

